

Leggart Terrace Service Care Home Service

49-51 Leggart Terrace
Aberdeen
AB12 5UA

Telephone: 01224 896 747

Type of inspection:
Unannounced

Completed on:
15 July 2021

Service provided by:
The Richmond Fellowship Scotland
Limited

Service provider number:
SP2004006282

Service no:
CS2003000237

About the service

Leggart Terrace Service is a care home which is registered to provide care to eight adults. The provider is The Richmond Fellowship Scotland Limited. At the time of inspection seven people were living in the home.

The care home is comprised of two large domestic houses and is situated in a residential area on the outskirts of Aberdeen, with local amenities and public transport nearby.

The home's mission statement is 'to develop and deliver the best personal supports that listen to what you want and achieve what matters to you.' The service has been registered since 2003.

This was a focused inspection to evaluate how well people were being supported during the Covid-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic.

This inspection was carried out by an inspector from the Care Inspectorate to follow up on requirements made at a previous inspection.

What people told us

People told us:

- "I like the new manager and the new bits in the house."
- "It's more quiet now."
- "We're doing more things, the staff play Swing Ball with me."
- "I'm going to join the gym."
- "I asked and I got to move bedrooms."

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

The provider must ensure that people are listened to and taken seriously if they have a concern about their experience of the service.

By the 28th June 2021, the provider must improve the management of situations that may have caused harm or distress to people living in the service. In order to achieve this, the provider must adhere to the following:

- Identify training needs of the team in relation to Adult Support and Protection.
- Support the team to obtain training identified.
- Promote a culture of transparency and reflective practice.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate assessments and referrals made' (HSCS 3.22); and Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010).

This requirement was made on 12 May 2021.

Action taken on previous requirement

All staff have had refresher training in adult protection and should be able to use their knowledge if required. There has also been training and development in the area of Positive Behavioural Support. Staff said they appreciated it and understood ways that they can spot signs, and support people who are becoming anxious or withdrawn. This will lead to a safer and more secure home environment for people.

The office for the home had moved to an easily accessible location and the door was generally open so everyone feels part of all areas of the home. All people we spoke to said that the manager was readily available and liked to chat. This helped communication and ideas to develop naturally. People told us that they were enjoying house meetings. They told us of several examples where they had asked for something and it was sorted for them.

Reflective practice for staff was being promoted through a supervision and development system. This, coupled with the manager's relaxed availability, should allow spontaneous chat and reflection and maintain high standards of support and care.

Met - within timescales

Requirement 2

The provider must ensure that people live in a well managed home.

By 28th June 2021 the provider must improve the competence of the leadership and staff team. In order to achieve this the provider must ensure:

- A stable management and leadership team is in place.
- Robust quality assurance processes are adhered to.
- A culture of continuous improvement is established throughout the staff team.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I use a service and organisation that are well led and managed' (HSCS 4.23); and Regulation 4 (1) (a) of the Social Care and Social Work Improvement Scotland Regulations 2011.

This requirement was made on 12 May 2021.

Action taken on previous requirement

There was a temporary but long-term manager in the home and the situation with other senior positions was expected to be clarified within a few weeks. The Richmond Fellowship Scotland quality assurance systems had been implemented, with accurate recording and regular audits in all areas. This meant

standards were monitored and could be raised immediately if there was a dip. The culture of conversation and role modelling, along with an extensive supervision and development system should maintain a culture of continuous improvement.

Met - within timescales

Requirement 3

The provider must ensure that people live in a home which is clean, tidy and well maintained.

By 28th June 2021, the provider must improve the cleanliness and maintenance of the home. In order to achieve this, the provider must adhere to the following:

- Complete, or have dates for completion of, the identified improvement works to the building.
- Implement a process of regular audits to ensure high standards are maintained and areas for improvement are identified and acted on.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.22); and Regulation 4 (1) (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010) and Regulation 10 (2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010).

This requirement was made on 12 May 2021.

Action taken on previous requirement

A comprehensive action plan covering all areas of repair and maintenance had been in place for several weeks. Steady progress was being made, with the majority of points already completed. The small areas that still required attention were planned for completion in the next few weeks. People told us they were liked their updated homes and we saw them using the outdoor space more readily. Generally the home was clean and tidy and this was maintained by regular cleaning and daily 'walk about' audits to keep everything up to standard.

Met - within timescales

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.