

Arrdeir Care Home Service

Arrdeir House
Oakdale Terrace
Aberdeen
AB15 7PJ

Telephone: 01224 358 555

Type of inspection:
Unannounced

Completed on:
28 April 2022

Service provided by:
Aberdeen Association of Social
Service, a company limited by
guarantee, trading as VSA

Service provider number:
SP2003000011

Service no:
CS2003000168

About the service

Arrdeir House is a care home for people with mental health problems, situated in a residential area in the West End of Aberdeen, close to local shops, GP, pharmacy and travel links to the city centre. The service provides residential care and support for up to 11 people.

The service provides accommodation over two floors within a large detached house with single bedrooms, each with an en-suite toilet and wash hand basin. There is a spacious sitting room, dining room and conservatory, as well as access to a well tended garden to the front and back of the property.

About the inspection

This was an unannounced inspection which took place on 26 and 27 April 2022. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- Spoke with seven people using the service.
- Spoke with six staff and management.
- Observed practice and daily life.
- Reviewed documents.

Key messages

- People in the service had developed relationships with each other that were important to them, and this gave a real sense of community.
- People were involved in identifying their own personal goals and aspirations and were involved in directing their own care and support.
- Improvements made by the service had had a positive impact on people's lives and experiences.
- Staff were working hard to maintain a clean and homely environment.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 - Good
How good is our leadership?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good where several strengths impacted positively on people's experiences and clearly outweighed areas for improvement.

Staff had worked hard to develop holistic care and support strategies to improve people's health outcomes, including supporting people to make healthier lifestyle, diet and activity choices. A healthy lifestyle group had been set up which focused on healthy meal choices. This gave people the opportunity to choose what meals they would like to eat for the main meal at teatime, as well as providing education around healthier choices. We could see specific choices being incorporated in the menus, as well as people's positive comments about this in the regular resident meeting minutes. We discussed with the management team the importance of encouraging healthy choices at lunchtimes, as well as supporting people to shop for and cook the main meal, to promote further independence. Healthy activities and exercise should also be encouraged within the group, to enable people to access a wider range of activities that could support good physical health.

People were actively involved in identifying their own individual and personalised goals within their support planning documentation. Files contained a range of person-centred support plans, including Wellness Recovery Action Plans and mood diaries. This meant that people were supported to use well-established tools to help them manage the symptoms of their illness. The use of life maps also enabled staff to understand the relationships and events that were most important to people. Some daily recordings were focused on tasks. There were therefore some missed opportunities where staff could have discussed how people were feeling about important things that were happening in their lives. We discussed with the management team the importance of reflecting individual outcomes and experiences within daily recordings, which could help with supporting people with issues which may impact on their mental health. People told us about their goals, how the staff had supported them to achieve them and how this had positively impacted on their lives. One person told us that a staff member "explained to me in a really kind way how I could make things better for myself and she helped me to do it. She didn't judge me. I feel much better."

We saw positive and meaningful relationships between people living in the service, which meant that there was a tangible sense of community and of the importance people placed on the relationships they had with each other and with the staff. Important events, such as birthdays, were noted and celebrated, and people told us this makes them feel special. Some residents told us about how they go into town together and how much they enjoy this. Other people told us about how important it is for them to go out regularly with their relatives. There were no restrictions to visiting, and people could go out of the building on trips with each other and with family members. Plans for group trips were discussed in the regular resident meetings, and residents were encouraged to make suggestions and choices about these plans. This meant that people felt that their opinions were heard and acted on.

The service was clean whilst retaining a homely atmosphere. There was signage at the front door and throughout the service to remind people how to wash their hands and people were encouraged to wash their hands before going into the dining room. People and staff were kept updated with any changes in guidance through the regular resident and staff meetings. This meant that people understood how to keep each other safe, for example they told us they wear masks when out in the community. Enhanced cleaning was being undertaken and the service had employed a general assistant which ensured good standards of cleanliness and hygiene were maintained. This also enabled support staff to focus on direct work with

people. Personal protective equipment (PPE) was in good supply and we discussed with the management team ensuring that PPE is kept in lidded containers close to the point of use to minimise the risk of contamination. Regular environmental and staff practice audits ensured that staff remained vigilant in observing the principles of infection prevention and control, such as hand washing and using PPE correctly.

How good is our leadership?

5 - Very Good

We made an evaluation of very good for this key question as we found major strengths which supported positive outcomes for people. We found the service was well led and there was a clear commitment to continuous improvement and effective quality assurance processes to underpin this.

People were enthusiastic about the regular opportunities to discuss how the service was run. The management team were responsive to suggestions made and fortnightly staff and resident meetings were used to continuously gather feedback and implement changes based on the opinions of people living and working in the service.

Areas for improvement were identified through a process of self-evaluation, which included gathering the views of residents and staff. Actions were tracked within the service improvement plan. This enabled the staff team to stay focused on ensuring improvement ideas reached completion and implementation. The gardening project had been implemented through this process. Residents told us about the positive impact this had on their lives and how much they had enjoyed participating in this project. Widening consultation within the service improvement plan to include key stakeholders will further strengthen the improvement plan going forward.

Quality assurance processes such as regular audits, reviews of care and support, observations of staff practice and staff supervision all contributed to a culture of continuous improvement. Staff and resident meetings had a standing item to reflect on what was working well and what could be better. People living in the service and staff told us that they felt listened to and supported.

Goal outcome reviews had been completed for people living in the service, which meant that everyone was clear what support was required to help people achieve their goals. It was positive that recovery coaching training has been identified by the management team as an area for improvement. This will enhance staff skills and knowledge to enable them to better support people to achieve their identified personal goals, including moving on to more independent settings where appropriate.

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Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	4 - Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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