

## 71 Westburn Road Care Home Service

71 Westburn Road  
Aberdeen  
AB25 2SH

Telephone: 01224 625 595

**Type of inspection:**  
Unannounced

**Completed on:**  
5 May 2022

**Service provided by:**  
Archway (Respite Care & Housing) Ltd

**Service provider number:**  
SP2003000018

**Service no:**  
CS2003000244

## About the service

71 Westburn Road is a large traditional house, which has been converted into a care home. It is registered to provide a care service to a maximum of twelve adults with learning disabilities.

The service has been operating for over 25 years and has been registered with the Care Inspectorate since the Care Inspectorate was formed in 2011. The provider is Archway (Respite Care and Housing) Ltd, which is a voluntary organisation and registered charity.

The home is close to the town centre, with ready access to shops, parks and a bus service.

The organisation's aims are, 'to work together to ensure the provision of homely residential accommodation for adults with a learning disability that offers care and consideration for their physical, emotional and social needs'.

## About the inspection

This was an unannounced inspection which took place on 27 April 2022 between 09.30 and 17.00. The inspection was carried out by two inspectors 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 12 people using the service and two of their family members
- spoke with seven staff
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- People experienced genuinely warm, compassionate and kind care.
- Staff actively supported people to pursue their own interests, activities and work opportunities.
- The staff team skilfully supported people when they were distressed and this improved people's mental and physical health.
- People experienced good care because the service had clear leadership.
- The management of linen should be improved to minimise the spread of infection.
- To ensure people's care and support is continuously improving, the service should develop a process of self evaluation.
- Support plans should be improved to include people's desired outcomes.

## 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?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	4 - Good
How well is our care and support planned?	3 - Adequate

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 found significant strengths in how the service supported people and improved their health and wellbeing. There were some areas for improvement in relation to infection control and therefore, overall, we evaluated this key question as good.

Staff actively supported people to pursue their own interests, activities and work opportunities. Staff met with people regularly to explore their wishes and aspirations. As a result, people were empowered to develop and live in a way that was meaningful to them. Some people loved music and performing and were helped to follow their musical dreams. Others tried new sporting activities, alongside their work commitments. While other people chose a quieter life, going for walks and meeting friends and family. This person-centred care ensured people were able to follow their own unique path in life.

Mealtimes were sociable, enjoyable and relaxed. People chose where they wanted to sit and what they wanted to eat. This included a range of healthy, well-balanced options, as well as catering for people's preferences. People happily engaged in conversation throughout the meal. A separate communal space was used for people who liked a quieter mealtime.

People experienced genuinely warm, compassionate and kind care, which supported them to lead active and happy lives. The staff team skilfully supported people when they were distressed and this improved people's mental and physical health. Staff followed the guidelines set out by external health professionals. This included a range of techniques to help people explain their thoughts and feelings in a safe and calm manner. As a result, people felt listened to and this gave them the confidence and support to work through their difficulties.

Relatives told us they were able to visit their loved ones whenever they wanted. The service balanced the risks between keeping people safe and reducing the transmission of Covid-19, while also ensuring people had meaningful contact with their friends and family. People told us they felt much happier since resuming contact with the people they care about.

To help keep people safe from infection, the service had enhanced cleaning schedules and an increased number of domestic staff. The environment was visibly clean, while still feeling homely.

The service proactively supported people to understand the risks of Covid-19 and what they could do to keep themselves safe. This included providing information in a way that people understood, as well as emotional support. For example, one person told us staff reassured them they could continue to wear a face covering in public, if this made them feel safer. This gave them the confidence to restart their social activities, which significantly improved their mental health.

Staff had a good understanding of infection control procedures and correctly put on and took off personal protective equipment (PPE). We observed staff regularly washing their hands and supporting people to do likewise. This contributed to a safer environment.

The laundry room was cluttered, which made it difficult to clean effectively and prevented the safe storage of clean laundry. The service should review its management of laundry. This will help to reduce the spread of infection and ensure the service has the correct procedures in place to help keep people safe, in the event of an infectious outbreak **(please see area for improvement 1)**.

Although the majority of the environment was maintained to a high standard, we found some of the radiator covers were rusted. This meant they could not be effectively cleaned to reduce the transmission of infection (**please see area for improvement 2**).

### Areas for improvement

1. To ensure people live in a safe environment that promotes their health and wellbeing, the provider should review its management of laundry in line with the best practice guidance, 'Infection Prevention and Control Manual for Older People and Adult Care Homes'. This should include, but is not limited to, having clearly defined areas for clean and used laundry and decluttering the laundry room so that it can be effectively cleaned.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24).

2. To ensure people live in a safe environment that promotes their health and wellbeing, the provider should ensure the radiator covers have a surface that is free from rust, well maintained and able to be fully cleaned, so as to prevent the spread of infection.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24).

### How good is our leadership?

#### 4 - Good

We found a number of important strengths in how the service improved outcomes for people through its quality assurance processes. Therefore, we evaluated this key question as good.

People experienced good care because the service had clear leadership. Leaders demonstrated an understanding of what was working well and what could be improved. They ensured the needs and wishes of the people they supported were paramount and regularly used their views to improve the standard of care. This made people feel valued and empowered them to speak out. For example, the service was very quick to respond to people's feedback about the staff and used this feedback to improve staff's performance.

The service had clear quality assurance mechanisms that promoted the safe delivery of care and support, maintenance of the building and staff development. Leaders were in the process of further developing this system to include a process of self evaluation. This will involve the service assessing its own performance with the people who live and work there, and using the findings to improve the quality of care and the environment. This should result in a more dynamic and responsive improvement plan (**please see area for improvement 1**).

## Areas for improvement

1. To maximise wellbeing and ensure people consistently experience positive outcomes, the provider should further develop their quality assurance systems. This should include, but not be limited to:

- a) establishing a clear cycle of improvement from audits and feedback from everyone with an interest in the service to include the standard of care, the environment and staff training and knowledge;
- b) identifying where they are now (a process of self-evaluation), and;
- c) producing a new and measurable improvement plan, in line with their aims and objectives.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance systems' (HSCS 4.19).

## How good is our staff team?

4 - Good

We found a number of important strengths in how the service trained and developed its staff to care for and support people. As a result, we evaluated this key question as good.

All of the people living in the service told us they trusted staff and felt they could go to the staff with their concerns or worries. This created a warm, relaxed and friendly atmosphere. Although the staff team was newly formed, many of the staff were experienced care workers, who felt confident and enthusiastic in their role. We observed positive working relationships, where staff were able to use warmth, empathy and humour to good effect when helping people.

Staff had the necessary skills and competency to support people. There was a clear induction process for all new staff that provided structured training in key areas such as manual handling, infection control and medication administration. In addition to this, there were specialised learning opportunities, developed with external health professionals, tailored to the meet the needs of the people living in the service. This worked particularly well, as it equipped staff with the skills they needed to support specific individuals, whose health and wellbeing the improved as a result of that expertise.

We discussed ways the service could further develop the expertise of staff. This included embedding a learning and improvement culture, which supports staff to regularly reflect upon their own practice, identifying their own learning needs and recognising where they can improve. We look forward to following this up at the next inspection.

## How good is our setting?

4 - Good

Overall, we evaluated this area as good as there were important strengths, which outweighed areas for improvement. For this key question, we focused on the quality of the environment and facilities.

The setting was in a large traditional house that had been adapted and extended to meet people's needs. People benefitted from a warm, comfortable, welcoming environment with plenty of fresh air and natural light. There were three communal rooms, which enabled people to enjoy spending time together in smaller groups. We observed this working very well, as some people preferred quieter environments, while

others liked to talk. The environment was relaxed, clean, tidy and well looked-after, with no evidence of intrusive noise or smells.

There were clear planned arrangements for the regular monitoring and maintenance of the premises and the equipment, which helped to keep people safe.

People proudly showed us their bedrooms and talked us through their choices of decoration and furniture. Each bedroom was unique and matched the choices and preferences of the individuals to whom they belonged.

Although the building was well maintained, due to its age, we noticed the first and second floors, at times, felt uneven and could pose a trip hazard. The service agreed to assess and manage the risks this posed, to ensure people have a safe environment **(please see area for improvement 1)**.

### Areas for improvement

1. To ensure people live in a safe environment that promotes their health and wellbeing, the provider should risk assess the care home for slip, trip and fall hazards and where required, put measures in place to minimise the risk of harm.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My environment is secure and safe' (HSCS 5.19).

### How well is our care and support planned?

**3 - Adequate**

Overall, we evaluated this area as adequate, as there were strengths but these only just outweighed areas for improvement. For this key question, we focused on how assessment and personal planning reflected people's outcomes and wishes.

People had person-centred care plans that reflected their personalities, interests and needs. They did not, however, capture people's aspirations, wants or wishes. Nor did they reflect the very good outcomes people experienced as a direct result of the care provided. For example, people told us they regularly met with their key workers and discussed their plans for the future, what they enjoyed, what they wanted to do and how they wanted to do it. People told us they felt fully involved in the care planning process and felt empowered to make important decisions about their support. Yet this information wasn't always captured in people's support plans or daily notes. It is important this information is clearly documented so that people's progress can be reviewed and evaluated, alternative options considered and outcomes celebrated and measured **(please see area for improvement 1)**.

As some people were getting older, we discussed the need for the service to consider people's future care and support needs as part of their assessment. This should reflect people's wishes in relation to their health and wellbeing and consider their care and support options **(please see area for improvement 1)**.

## Areas for improvement

1.

To ensure people experience care and support that is well planned, the provider should review and improve its support planning process. This should include, but not be limited to:

- a) establishing a support planning process that captures people's wishes, aspirations and desired outcomes;
- b) reviewing people's support plans so that they accurately reflect the care and support people receive;
- c) keeping accurate records of the care and support people experience on a daily basis, so that people's progress can be reviewed and outcomes measured; and
- d) recording people's wishes and options in relation to their anticipated future care and support needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15); and

'My future care and support needs are anticipated as part of my assessment' (HSCS 1.14).

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	3 - Adequate
5.1 Assessment and personal planning reflects people's outcomes and wishes	3 - Adequate

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