

Bon Accord Care - Clashieknowe Care Home Service

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Type of inspection:
Unannounced

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Service provided by:
Bon Accord Care

Service provider number:
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About the service

Clashieknowe is a rehabilitation/enablement service operated by Bon Accord Care. It is based in the Bridge of Don area of Aberdeen. Clashieknowe consists of one large building with individual flats/bedsits (18 for single occupancy and one suitable for double occupancy, with six being adapted to suit people in wheelchairs). The service is registered to provide care for a maximum of 20 adults at one time.

People come to Clashieknowe for a period of assessment, rehabilitation and enablement following a hospital stay or a crisis in the community. Clashieknowe will work with people using a person centred enablement approach to reach goals which are set on admission. The length of stay is usually about 12 weeks.

Clashieknowe has been registered with the Care Inspectorate since August 2015.

About the inspection

This was a type 2 inspection which took place on 30 and 31 May 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 three people using the service and one of their family
- Spoke with four staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals.

Key messages

Clashieknowe was a clean and welcoming place.
 The staff knew people well and were caring towards them.
 People were treated in an individual and dignified way.
 People told us they had been well supported by everyone.

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?	5 - Very 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?

5 - Very Good

People's wellbeing was supported at a very good level. The people using the service were able to say what they wanted, as well as needed, in their support plans. As a result, the staff were focused on the parts of people's rehabilitation which were most important.

Care aspects, such as medication and wound care, was supported as much as people required it, and there were clear records to ensure it was being done effectively and people were progressing. The links with the wider health team, such as GP, OT, community nurses, were appropriate and recorded so their advice could be followed. Daily notes describing people's time with care staff were descriptive and talked about emotions and activities as well as tasks. The care records made it easy to see people's increase in independence and ability, and their state of mind, which meant staff could alter their support accordingly.

There were some small errors in recording, but none that had caused caused distress or damage. Examples were a flat number being wrong, mattresses named by flat number rather than mattress number, a guardianship order not being available to view. These were pointed out to the manager who immediately checked why these errors occurred and they were corrected by the next day.

There were the right number of staff available to support people and the service rarely used agency staff so people knew who they would see each day. Staff said they enjoyed working as a team and there was good support from the leadership team. One resident said "the girls are fine, I get looked after here" and a relative said "couldn't fault it, and it's very clean."

Colleagues from other areas were utilised, for things like fitting a door sensor, undertaking a formal capacity assessment, talking through housing options. This holistic approach to people's needs showed respect for everyone. The way the staff were used was responsive to people's needs. People got more, or less, or different support each day, dictated by their abilities at the time. This combined to ensure people were supported appropriately on their journey through rehabilitation to be as able and independent as they could be.

The building was clean and quiet, with people mostly staying in their own flats. There was a lounge area where some activities took place. Because Covid-19 restriction had eased, we talked about these expanding again and more use being made of the kitchenette. This might encourage people to come together and socialise. There was also a nice courtyard area with seating and flowers, which was often used by people who were smoking. We discussed some form of shelter in one area, to shield people from the rain. The manager was open to this discussion and said they would look into options.

Families and friends were able to visit as they wished, with a good system for providing a mask and cleaning hands on arrival. There was a leaflet available which visitors could take away, to remind them of the information and requirements. This ensured people and those important to them felt comfortable being with one another, and were sure of how to do this.

How good is our leadership?**5 - Very Good**

The management and leadership was very good and this led to the service meeting its aims and objectives and providing effective rehabilitation and enablement for people.

The staff worked as a team and there were clear procedures available for them to follow. Everyone was up to date with essential training, for example in infection prevention and control (IPC), moving and handling, skin care, enablement. This meant people received the right support for their needs, and it was clear to see people progressing and becoming more independent throughout their stay.

There was a culture of continuous improvement. Procedures following an accident or incident were followed from initial reporting, through investigation and on to changes for improvement. Staff said they were able to ask about anything and were comfortable to talk with managers. This openness encouraged ideas and innovation and ensured all areas were talked through and good solutions were found to ensure appropriate individual support.

People were protected from harm because everyone had an understanding of their responsibilities following potentially abusive situations. When incidents occurred the staff reported and discussed all aspects of their support and how it needed to alter. All people were listened to and shown equal respect and dignity, and other professionals were involved to ensure ongoing support was suitable for each person. This professional and caring practice meant people still benefitted from their rehabilitation while being sure that everyone was as safe as possible.

There was a lot of guidance available throughout the home, and regular meetings and discussions meant people were working with best practice guidelines. Some of the guidance in the big central folders was out of date, but other guidance elsewhere in the building was up to date. This was a risk factor in case someone read the incorrect information. This was discussed with the manager who assured us that this would be rectified that same day and a revised system would ensure it does not happen in the future.

Circumstances have resulted in more than two changes of managers in the last two years. This was a risk factor to the safe running of the service. The leadership team has remained strong despite these changes and credit must go to the wider team and to the service supervisors in the home. All staff have continued to take pride in their own role and responsibilities and to ensure people were receiving the best support for them. Anyone who stayed in the service for rehabilitation received a very good service, despite the numerous changes.

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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very 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
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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