

153 Victoria Street Care Home Service

Dyce
Aberdeen
AB21 7BJ

Telephone: 01224 775 232

Type of inspection:
Unannounced

Completed on:
15 February 2023

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

Service provider number:
SP2003000018

Service no:
CS2003000242

About the service

153 Victoria Street, Dyce is operated by Archway which is a local, parent-led charity. The service provides respite support for a maximum of six children or adults who have a learning disability and may also have a physical disability. Support is provided to adults and children separately.

The service is located in Dyce, on the edge of Aberdeen city. The service is a six-bedroomed, single storey, purpose-built property, with a range of communal areas including a sensory room and games room. The garden is well maintained and secure and offers a variety of play and sensory equipment.

Archway's purpose, 'is to create a network of care which supports the individual and the family, values their uniqueness, upholds their rights and respects their dignity'.

The service has been registered since April 2002.

About the inspection

This was an unannounced inspection which took place on 24 January 2023 between 08:30 and 15:30. 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 four people using the service and three of their family representatives
- spoke with four staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Staff were attentive and engaged with people in a warm, fun and compassionate manner.
- Victoria Street provided a holistic package of care that promoted the whole family's wellbeing.
- People developed a range of life skills as a result of the enabling environment of Victoria Street.
- The environment helped to keep people safe, because it was clean, well maintained, with plenty of communal space and secure outdoor areas for people to enjoy.
- Staff, relatives and visiting professionals spoke highly about the management team who were seen as being approachable and supportive as well as able to address issues effectively.

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 children and young 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 children and young people's wellbeing?

5 - Very Good

We found significant strengths in how the service supported people to improve their quality of life, health and wellbeing. Therefore, we evaluated this key question as very good.

As noted previously this service provides respite care to adults and children, but at different times. On the day of the inspection there were four adults present.

Upon entering the service, the atmosphere was relaxed, peaceful and people were engaged in activities of their choice. Staff were quick to respond to people's needs and knew people very well, their likes, dislikes and preferences. Staff were attentive and engaged with people in a warm, fun and compassionate manner. From our observations and conversations with people, we could see they liked staying at Victoria Street, they trusted their staff and enjoyed the range of activities. Relatives told us their loved ones enjoyed going and were always happy and smiling when they arrived to take them home.

People developed a range of life skills as a result of the enabling environment of Victoria Street. For example, people learned independent living skills, such as making their own snacks and getting their own drinks, as well as social skills and trying new activities, which their relatives stated they would not have agreed to try at home. This increased people's confidence and promoted their sense of wellbeing.

Relatives told us they felt Victoria Street provided a holistic package of care that promoted the family's wellbeing, as well as the person they cared for. This provided families with the trust and confidence they needed to be able to take a break, knowing their loved one was having fun in a safe and compassionate environment. This helped to keep the whole family well.

The environment helped to keep people safe, because it was clean, well maintained, with plenty of communal space and secure outdoor areas for people to enjoy. We did note that some areas needed a refresh of paint, which the service assured us would be happening shortly.

How good is our leadership?

5 - Very Good

Our evaluation for this key question was very good. We saw a service that was well led with a focus on improvement for those who stay there.

Staff, relatives and visiting professionals spoke highly about the management team who were seen as being approachable and supportive as well as able to address issues effectively. People we spoke to felt confident raising issues and felt the management team listened and learned from that feedback.

A wide range of audits were undertaken and the management team were responsive and had a good oversight of what was happening within the service. This included audits for infection control, care planning, health and safety and gaining people's views. We could see that where actions were identified that these were addressed to ensure improvements were made. This reassured us there was a system of checking in place in order to sustain good practice and keep people safe. We noticed that sometimes staff forgot to sign the documentation so we discussed ways the service could review their documentation to make it easier to complete.

A development plan and self-evaluation provided details of how the service was currently performing along with plans and timescales for ongoing improvement. There was a range of opportunities for all involved with the service to provide feedback and contribute towards improvements through regular reviews, meetings, and surveys. We did note the importance of ensuring the views of people who did not speak were also captured and acted upon and we discussed ways this could be done, particularly in relation to activities and meals.

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 children and young people's wellbeing?	5 - Very Good
1.1 Children and young people experience compassion, dignity and respect	5 - Very Good
1.2 Children and young people get the most out of life	5 - Very Good
1.3 Children and young people's health benefits from their care and support they experience	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement are led well	5 - Very Good

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.