

Bon Accord Care - Fergus House Care Home Service

Fergus Place
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Type of inspection:
Unannounced

Completed on:
3 February 2025

Service provided by:
Bon Accord Care Limited

Service provider number:
SP2013012020

Service no:
CS2013315405

About the service

Bon Accord Care Fergus House is in Dyce, a suburb of Aberdeen city. It is a care home for up to 43 older people, with space for respite included in that number.

Fergus House is a purpose-built home with accommodation over two storeys. Each bedroom has en-suite facilities. Each floor has a large lounge/dining area and smaller multi-purpose rooms, which means large and small groups of people can meet together comfortably.

About the inspection

This was an unannounced inspection which took place on 30 and 31 January 2025. 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 10 people using the service and three of their family.
- Spoke with nine staff and management.
- Observed practice and daily life.
- Reviewed documents.

Key messages

Fergus House was a warm and welcoming home where people were enjoying their lives.

Staff worked well together to support positive outcomes for people.

People were supported by a stable staff team who knew them well.

People and their families praised the high quality of their care and support.

Staff were aware of any changes in people's needs, which improved the overall quality of care.

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 staff team?	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

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Fergus House was a warm and welcoming home, where people enjoyed their lives in a clean and homely environment. People took pride in their appearance and spoke positively about how staff supported them in achieving this. As a result, people felt good about themselves and had increased confidence.

Staff knew people well and ensured their needs and wishes were met as desired throughout their day. One person told us "I like to sleep till late in the morning and they respect that". This meant people were treated with dignity and respect.

People and their families were positive about the staff team. A family member told us, "It is so good here. I don't worry about them now". Whilst another family member said, "The care here is exceptional. The staff go above and beyond". Staff were visible throughout the home and available to attend to people's needs. People showed pleasure as they engaged in warm, friendly and meaningful conversations. A person said, "They listen to me, and I can tell them how I am feeling. They lift me up when I am feeling down". This contributed to the high levels of satisfaction people had about their care.

Staff had good knowledge and understanding of medication systems and processes. Medication errors had been appropriately addressed by the management team. Staff competencies were monitored, to ensure that any changes in processes were embedded into practice. This meant people were receiving the right medication at the right time. However, the effectiveness of 'as and when' medication was not being recorded consistently by staff. We discussed this with the manager, who was aware of the issue and working with staff to improve these recordings. The improvements will ensure prescribed medication meets people's needs and benefits their health and wellbeing. We will review this at the next inspection.

Staff worked well together to support people at mealtimes, and people enjoyed and praised their meals. There were plenty of choices, and the menu options were displayed in clear, large writing on a board in the dining area. This made it easier for people to see their meal options clearly and choose a meal. There were snack stations in each dining area, offering more fresh food and drinks. This gave people the opportunity to be independent and improved their nutrition and hydration. As a result, people were positive about their snack and mealtime experiences. Relevant charts were used to monitor food and fluid intake for people who had lost some weight. This meant people's health benefitted from their care and support.

People were supported to maintain their health and well-being. Staff were alert to changes in people's presentation, and the service had strong relationships with their health and social care partners. Staff helped people to access health and social care professionals such as GPs, physiotherapists and occupational therapists when needed. This approach improved people's experiences by supporting them to access services that benefitted their wellbeing.

People's personal plans were written respectfully, and evidenced staff knew and understood what people needed. Potential risks had been identified, and strategies to manage these were documented. This increased the likelihood that care was delivered in the safest possible way. The plans were very detailed and personalised to people. For example, a person's health had deteriorated, and their end-of-life care plan indicated their preference to not be alone.

Their family had been contacted, and staff were regularly spending time with the person while awaiting family arrival. This meant that people received person-centred and compassionate care. This also meant people's plans were right for them, because they set out how their needs would be met, as well as their wishes and choices.

The staff team supported people to get the most out of life. Staff clearly knew people's likes and dislikes and supported them to maintain or develop their hobbies or interests. There were very good levels of engagement and involvement with local community groups and clubs. People enjoyed singing with the local church. Staff enjoyed singing and dancing with people. The care and attention taken with people's social health contributed to their general health, happiness and wellbeing.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staffing levels met people's needs. Management regularly assessed people's care and support to ensure the right number of staff were always available. Staff were visible throughout the home, and most people we spoke to said they did not have to wait long for help. A family member told us "I never hear anyone waiting if a buzzer goes". This showed that people's needs were being met in a timely manner. Another person told us "There are always plenty of staff on and there is always a staff member at hand".

The service had recently completed recruitment to all vacancies, and it was positive that staff had been recruited well with appropriate checks undertaken. Staff had access to training suitable for their role and the manager kept oversight on staff training needs. Therefore, people could have confidence that they were being supported by trained, skilled and competent staff. There was minimal use of agency staff, which ensured people were supported by a stable team who knew them well.

Staff communicated very well and had formed good relationships with each other and people. Staff knew people's needs well and were enthusiastic about their role. One staff member told us "I have faith in all the staff team. We all genuinely care". This meant staff were working well together to support positive outcomes for people. Furthermore, regular daily handover meetings took place where people's care and support were discussed. This further supported positive communication amongst the staff team and meant that people's care and support was consistent with their current needs, improving the overall quality of support in the home.

Formal staff supervision, clinical mentoring, and team meetings took place. Informal support and discussions also took place with the manager and other experienced staff within the organisation. One staff member, when speaking about an experienced colleague, said, "They are just the best and know so much. I have learnt a lot from them". This meant staff had good role models and were well-supported to continuously improve in their roles. Consequently, people benefitted from high-quality care and support from staff who kept learning and improving to meet their needs.

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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