

153 Victoria Street Care Home Service

Dyce
Aberdeen
AB21 7BJ

Telephone: 01224 775 232

Type of inspection:
Unannounced

Completed on:
16 December 2025

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

Service provider number:
SP2003000018

Service no:
CS2003000242

About the service

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

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

About the inspection

This was an unannounced follow-up inspection which took place on 15 December 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 one person using the service
- spoke with three staff and management
- observed practice and daily life
- reviewed documents

Key messages

- The provider had reviewed their medication policy, resulting in clearer care plans to support safer medication practises.
- People were more safe due to improved fire safety equipment and staff training.
- A staffing tool had been introduced, however staff told us that they did not always have sufficient staff to meet people's needs.
- Record keeping had improved for cleaning, however cleaning products were not stored safely, and we were not confident that staff followed best practice guidance.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 18 August 2025, the provider must ensure that people experience safe and effective support with medication. To do this the provider must, at a minimum:

- a) Review the medication policy and procedure, ensuring it reflects statutory requirements and best practice guidance.
- b) Ensure all people receiving support with medication have a clear care plan detailing the level of support they require.
- c) Ensure all "as required" medication has a clear care plan.
- d) Ensure people who are given medication covertly, have the required legal agreements and care plans in place.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states: 'My care and support meets my needs and is right for me' (HSCS 1.19) and 'If I need help with medication, I am able to have as much control as possible.' (HSCS 2.23)

This requirement was made on 21 July 2025.

Action taken on previous requirement

The provider had reviewed their medication policy to reflect best practise guidance. Medication assessments, that detailed the level of support people require, were in place. 'As required' medication care plans were detailed. When people needed medication in a disguised form, "covert" medication care plans and permissions ensured staff knew what support they needed. This should result in people experiencing safe and effective support with their medication.

Met - outwith timescales

Requirement 2

By 14 July 2025, the provider must ensure all people can be evacuated from the building safely. To do this the provider must, at a minimum:

- a) Ensure sufficient equipment is available to safely evacuate people who are unable to move themselves, as required in the Scottish Fire and Rescue audit.
- b) Review personal evacuation plans for all people, to include the use of equipment purchased to aid in evacuation.

c) Ensure staff are adequately trained to use equipment purchased to aid in evacuation.

This is to comply with Regulation 4(1)(a) and 14(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states: 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.' (HSCS 4.14)

This requirement was made on 21 July 2025.

Action taken on previous requirement

The provider had made improvements to fire safety. Equipment to support safe evacuation was in place for people who required this. Personal evacuation plans had been reviewed, detailing when this equipment may be needed. Most staff had attended training and had practiced using the equipment in fire drills. The provider assured us training would be arranged for the small number of staff yet to attend. People could be confident that staff were prepared to support them in an emergency.

Met - outwith timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure that people have enough staff to meet their needs the provider should review staffing levels. To do this the provider should, at a minimum, develop a staffing tool. This should consider factors such as, group size, people's physical health, mental wellbeing, level of independence, and personal preferences.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states: 'If I experience care and support in a group, the overall size and composition of that group is right for me.' (HSCS 1.8) and 'My needs are met by the right number of people.' (HSCS 3.15)

This area for improvement was made on 21 July 2025.

Action taken since then

The provider had developed a new staffing tool and continued to use a compatibility tool to help match people who got on well together. However, staff told us there were not always enough staff to meet the higher needs of some groups of people. Staff did not always report these challenges. Leaders agreed to review this with staff, to ensure staff views on people's needs, and group size, would be considered when arranging respite breaks. This should result in sufficient staff to meet people's needs. We will review this at future inspections.

This area for improvement has not been met and will be reinstated.

Previous area for improvement 2

To ensure that people benefit from a consistently clean and comfortable environment, the provider should review cleaning procedures in the service. This should result in thorough cleaning and infection control procedures in between different groups of people.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states: 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment.' (HSCS 5.24)

This area for improvement was made on 21 July 2025.

Action taken since then

The provider had reviewed their Infection Prevention and Control (IPC) policy and improved cleaning records. Staff were knowledgeable about IPC, and an IPC champion had been identified. Whilst the correct cleaning products were used, they were not always stored securely. We were not assured that staff understood how to use these products as per best practice guidance, for example, when to change cleaning solutions. Leaders had conducted a review of environmental issues in the service, however this did not identify all issues, such as mattresses that required replacing. Whilst some improvements had been made, further work was needed to ensure that people consistently benefitted from a clean and well-maintained premises.

This area for improvement has not been met and will be reinstated.

Complaints

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

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