

Inchmarlo Continuing Care Retirement Community - Housing Support Service Housing Support Service

Inchmarlo
Banchory
AB31 4AL

Telephone: 01330 824981

Type of inspection: Unannounced
Inspection completed on: 13 October 2016

Service provided by:
Skene Enterprises (Aberdeen) Limited

Service provider number:
SP2003002326

Care service number:
CS2009216658

About the service

Inchmarlo Retirement Community is situated on the western outskirts of Banchory. It is in extensive grounds with mature trees, wildlife and views over the surrounding countryside. The service is registered to provide a housing support and care at home service, which is limited to people staying on the Inchmarlo estate. The housing support service is available to everybody in the community, with some people also receiving a care at home service. Two community liaison coordinators provide the housing support service and two care assistants provide care at home. At the time of the inspection, 19 people were receiving a care at home service. This service was registered with the Care Commission on 9 March 2010 and transferred its registration to the Care Inspectorate on 1 April 2011.

What people told us

We received back eight out of 20 Care Standard Questionnaires (CSQs) we sent for random distribution to people who used the service. All indicated they were happy or very happy, overall, with the quality of the care and support provided. We also reviewed five care plans, including review minutes. Comments made to us or in review minutes about the service provided included:

- "First Class."
- "I use the service every day. I have also had to call for help three times at night when I have fallen and been unable to get up. In each case I have been very satisfied with the service given, both in treating my injuries and in making sure I am safe to leave. I am very grateful for the service available to me, which makes it possible for me to stay in my own home."
- "Helpful to know that someone is coming and that we can get help if we need it."
- "Helpful to have people backing us up."
- "Happy with the care, feel well supported. There is a good network from neighbourhood."
- "I am happy with the current care."
- "Staff are very good, helpful and cheerful. Excellent service."

Self assessment

We did not request an updated self assessment prior to this inspection. The service can keep their self assessment updated as it is a live document.

From this inspection we graded this service as:

| | |
|--------------------------------------|---------------|
| Quality of care and support | 5 - Very Good |
| Quality of environment | not assessed |
| Quality of staffing | not assessed |
| Quality of management and leadership | 6 - Excellent |

What the service does well

Home owners could be assured that the quality of the care was very good. The quality of the management of the service was excellent. Every home in the Inchmarlo Estate had a built-in alarm call system linked directly to the care home on the estate which was manned by security and nursing/care staff 24-hours a day. Home owners were reassured by this immediate emergency response to their calls. Home owners were reassured by the multiple security checks carried out day and night on the estate.

The well established staff group who provided the housing support and care at home service knew the needs and likes of the home owners. We saw that the care staff, management and the community liaison staff very frequently checked out with the home owners that the planned and emergency support was meeting their needs. Home owners' care packages were very regularly reviewed. Excellent communications between staff helped to ensure a consistent quality of care to home owners.

We saw excellent evidence that emergency calls made by home owners for help were very promptly responded to, both day and night. Staff were very knowledgeable about people's health and wellbeing needs. Home owners could be reassured that, should they wish, staff would support them to make relevant referrals to a wide range of the multi-disciplinary healthcare teams, including GPs, physiotherapists, and occupational therapists. There was round the clock access to the nursing staff from the care home. The depute manager kept an overview of the service and offered support with health needs. The nurses also visited people in their own homes, where the care at home staff or the people using the service requested it.

Staff received excellent training opportunities according to their grade. We saw that staff were highly motivated to carry out some learning in their own time. Staff knew their roles and responsibilities in recognising and responding to adult support and protection (ASP) concerns.

Home owners could be assured that there were excellent quality assurance systems used to maintain the high standards of service provided. Information about how to complain was shared with all homeowners. The management had an 'open door' policy.

The service should continue to maintain these very high standards of quality of care and support and management.

What the service could do better

The management was aware of the need to continue to develop the information in the care plans to ensure home owners were being provided with consistent levels of care and support.

Staff were provided with training in ASP and whistleblowing training within the first few months of employment. We encouraged the manager to consider adding signs of abuse and staff actions to take if they had concerns to the induction checklist of things new staff were to learn about in the first few days of their employment while they were waiting for the more comprehensive training.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

| Date | Type | Gradings |
|-------------|-------------|---|
| 17 Dec 2015 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent |
| 11 Feb 2015 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent Management and leadership 6 - Excellent |
| 27 Mar 2014 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 6 - Excellent |
| 2 Nov 2012 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good |
| 20 Jan 2011 | Announced | Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good |

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