

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

Inchmarlo  
Banchory  
AB31 4AL

Telephone: 01330 824981

**Type of inspection:**

Announced (short notice)

**Completed on:**

24 January 2020

**Service provided by:**

Skene Enterprises (Aberdeen) Limited

**Service provider number:**

SP2003002326

**Service no:**

CS2009216658

## About the service

Inchmarlo Retirement Community is situated on the outskirts of Banchory. The Retirement Community is set in extensive grounds with mature trees, wildlife and stunning views over the surrounding countryside.

The service is registered to provide a housing support and care at home service to the people who live 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. The care at home and housing support service are closely linked to the care home service and the nurse agency. Two community liaison coordinators provide the housing support service and a small team of care assistants provide care at home. People have the option of having additional support from other care agencies.

The aim of the service is to enable people to live as full and independent a life as is possible for them in the community for as long as they wish to do so. For many people, this means providing the services and support they need to continue to live in reasonable comfort in their own homes for as long as possible.

This service has been registered since 2010.

## What people told us

We sent 20 care standards questionnaires to the manager to distribute to people in receipt of care at home. We received 11 completed questionnaires back. During our inspection we spoke with four people who were receiving care and support from the service and one relative.

Overwhelmingly, people who used the service and their families were very happy with the quality of care and support provided to them by the service, they told us that they were always treated with warmth, compassion, dignity and respect. Their comments included:

"I appreciate that people speak to me about what I need and let me be helpful in any way I can. I do appreciate the help that is given to me."

"I am very pleased to be here with supporting caring staff."

"Above all I would stress the feeling of total safety and security at Inchmarlo. I have total confidence in the excellent staff."

"We live totally contented and comfortable lives knowing that the care team will respond immediately in the event of illness, accident or any other personal crisis."

The views of the homeowners and their families have greatly informed the findings of this inspection and are included throughout this report.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We reviewed the service development and improvement documentation. These demonstrated the service's priorities for development and how they monitored the quality of provision within the service.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

We evaluated the service as performing at a very good level in the two key areas we inspected. These were quality of care and support and quality of management and leadership. This meant that the service demonstrated major strengths in supporting positive outcomes for people who used the service.

People, staff and homeowners were being treated with respect and were valued for being themselves.

People continued to be effectively supported in the community discretely and respectfully. The service employed two community liaison staff and a small team of care assistants. The community liaison staff meet new people moving into the community. They inform them of what is available for them living on the estate. They also provide information, emotional and psychological support to all the homeowners as they require or request it. For example, a homeowner who required additional support following a visit by the local GP was admitted to the care home within the estate rather than be admitted to the local community hospital. This meant that this homeowner was being cared for by the staff they knew in a familiar environment. Staff referred to the liaison team as 'social butterflies' as they assisted in preventing the homeowners becoming socially isolated and assisted in facilitating new friendships.

There was a stable group of care assistants who assisted in providing daily support and care to those who needed this additional support. The service had made sound progress in informing the homeowners of the members of staff on the team and many were very familiar with staff. However, we felt that this could be further improved on by informing the homeowners on a weekly basis of who is planning to visit and when. This would mean that homeowners would know who would be attending to their care and when.

Some homeowners had chosen to receive care and support from other agencies. The service had worked hard to ensure that the communication between themselves and other agencies was maintained, especially in relation to medication management. As a result, the potential for confusion about how best to meet people's needs had been significantly reduced.

The service was in the process of further developing support plans for those homeowners that required care and support. The support plans contained very good information and were beginning to focus more on the details that were specific to each person. Communication, between staff, homeowners and families was meaningful and effective. It was clear staff ask the homeowners what they wished them to do on a regular basis. This meant that the care and support was right for them and set out how their needs and choices will be met.

Staff were well-trained, competent and skilled. Staff were recruited using safe recruitment practices. All the care team also worked within the care home service. A comprehensive induction program, specifically for the care at home service was undertaken before beginning work and then further training and refresher courses kept staff up to date. This meant that there was a stable skilled staff group who worked well together in delivering consistently high-quality care and support to the homeowners and their families.

To ensure standards of conduct and practice are maintained, staff are required to register with the Scottish Social Services Council (SSSC). We found that staff were aware of their requirement to register with the SSSC. As a consequence staff were being supported to achieve the relevant qualifications within an agreed time frame.

The organisation had worked hard to maintain very good systems that monitored the quality of staff practice and patient care. Feedback was gained from homeowners, their families and staff to assist in identifying areas of practice that could be improved on. As a result there was a culture of continuous improvement with robust quality assurance processes.

The service had laid effective foundations in formally supporting staff through a framework of one to ones. As a consequence, staff were well supported, and concerns were identified and addressed promptly.

## What the service could do better

Staff had access to the service's policies and procedures. This meant that staff could clarify up to date good practice, if required and very good communication links were maintained. Action had been taken to ensure all staff were fully aware of the formal policy on handling people's money. This would assist in ensuring staff have a full awareness of the organisation stance regarding helping people safeguard or manage their money.

We felt that the service could further improve the information the service held regarding the homeowners wishes and views. In particular in relation to their views and wishes regarding resuscitation, any DNACPR (DO Not Attempt Cardio-Pulmonary Resuscitation) orders that may be in place or any Welfare Power of Attorney or Guardianship. This would positively contribute to ensuring the homeowners views and wishes are fully respected.

Following the inspection to the care home service, the management team were considering how to implement the improvements identified into practice within the care at home service. This included implementing the good practice guidance around falls prevention. This would contribute to ensuring a culture of continuous improvement.

## 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](http://www.careinspectorate.com).

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings								
29 Jan 2019	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	Not assessed									
Management and leadership	5 - Very good									
11 Oct 2017	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	6 - Excellent	Management and leadership	Not assessed
Care and support	5 - Very good									
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Management and leadership	Not assessed									
13 Oct 2016	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good						
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Date	Type	Gradings
		Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
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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