

Abbeyfield Care and Support Support Service

Arbuthnot House
Arbuthnot Street
Stonehaven
AB39 2JB

Telephone: 01224 925151

Type of inspection:

Unannounced

Completed on:

12 February 2020

Service provided by:

Crandeen Limited

Service provider number:

SP2018013128

Service no:

CS2018367030

About the service

Abbeyfield Care and Support were registered with the care inspectorate on the 22nd of November 2018. They provide care at home service to adults in their own homes and the wider community throughout Aberdeen city and Aberdeenshire.

At the time of the inspection, the service had a small staff team of three people who provided support and befriending to people living in their own homes.

Abbeyfield, as part of its service aims, says that it is now "offering an innovative approach to supporting the lifestyles of independent people in Aberdeen and Aberdeenshire. Support tailored to individual needs and wishes, provided by companions selected especially for their professionalism, natural compassion, reliability and personality. Companions will have the essential knowledge and experience you would expect, but critically, they will have time to dedicate to individual needs."

What people told us

We spoke with relatives during the inspection and some of the comments were:-

"The service has good communication. If companions are held up, we usually always receive a phone call to let us know."

"I have no complaints, staff and the manager are very helpful, always open to suggestions."

"We started receiving companions to support my family member out for social activities and there has been a natural progression to receiving care and support."

Self assessment

At the time of the inspection we did not ask providers to submit a self assessment for 19/20, however we did focus on the development of the service which was in the early stages of moving from only companionship to also providing care and support to people.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We found people were experiencing good support from the service, which was individually tailored and right for them. There were many important strengths when taken together, outweighed areas for improvement. The

strengths will have a positive impact on people's experiences and outcomes. However, improvements are required to ensure that people consistently have experiences and outcomes which are as positive as possible.

This was the service's first inspection and provided support to five people at the time of the inspection. A small established team gives this support and this is valued and comforting to the people supported and to their families. This means that the staff team has exceptional knowledge about the individual circumstances of each person supported.

People being supported by this service had access to a great range of activities. This allowed people to experience new things and to be supported to attend events in their local community. People had opportunity to live an active life and to participate in a range of activities both in and out of their homes. We saw people had day trips to Stonehaven for lunch and others were supported to attend the local barber for a haircut. As a result, people felt stimulated, included and connected in the community.

People had comprehensive assessments carried out and information and documentation accurately reflected the care and support people were receiving. Staff felt this was important for the quality and consistency of people's care. As a result, feedback from families said that care was consistent.

Staff worked hard to maximise support during their visit. For example, they were responsive to people's needs and did not hesitate to contact health professionals for reassessment. Families told us they were grateful for the guidance and support staff provided. They signposted and advocated for people when their health had deteriorated. This contributed to the continuous assessment for improving people's quality of life.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We evaluated the performance of the provider as being good for the quality of staffing. There were a number of important strengths when taken together, outweighed areas for improvement.

Staff knew people well and compassionately responded to their needs. Supported people were treated with dignity and respect by those that provided their support. People had access to a regular staff team whom they built up positive relationships with. They told us that they were happy with the staff that comes to help them. This contributed positively to people feeling satisfied and content.

Communication within the staff team was important to them. Individual and group meetings with staff allowed them to have time to reflect on their practice and discuss solutions to situations that occurred. This helped them

built on their personal and professional development. This meant that they had a positive influence on the development of the staff team.

There was a positive team culture where people felt motivated and supported, despite the service changing direction staff told us they were excited to grow with the provider. As well as providing social support, they now deliver care to people. Staff were looking forward to increasing their support to new people.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We evaluated the performance of the provider as being of good quality for management. There were a number of important strengths when taken together, outweighed areas for improvement.

We felt management provided effective leadership to the teams. The service was in a period of transition. they had changed name and had recently moved office. They were in the process of formally changing this at the time of the inspection. The manager had a clear plan in place to ensure the process was smooth and that supported people were kept well informed at each stage.

The manager had started to build the foundations of a service development plan. We thought that this could be further enhanced by including improvements they had identified for improving the outcomes of people supported and developing the service. Also sharing the responsibility for development among the wider team and better monitoring progress. This would help promote the process of continuous improvement and that people's health and welfare needs were well managed.

Medication management could be further enhanced. At present, the service was only providing prompting support for people to remember and take their medication. It was not recorded the level of support people required while being supported with medicines and the recording systems associated with this. The management was looking into sourcing a training programme that would encourage staff to become more confident in supporting people with medication. As a result, the provider was trying to reduce potential inconsistencies by helping people to manage their medication independently.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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