

Ythanvale Home Care Home Service

Park Road
Ellon
AB41 9AB

Telephone: 01358 720378

Type of inspection:

Unannounced

Completed on:

25 November 2019

Service provided by:

Aberdeenshire Council

Service provider number:

SP2003000029

Service no:

CS2003000286

About the service

Ythanvale Home is located in the market town of Ellon and is close to local amenities. The provider is Aberdeenshire Council.

The purpose-built home is single storey and consists of three units: Ythan, Gordon and Schivas. The home is registered to provide accommodation, care and support for up to 31 people which includes up to eight places within the Schivas wing that may be used for adults aged 18 years and over for the purpose of; rehabilitation, enablement, palliative/end of life care, respite and GP acute care. At the time of our inspection there were 29 people living in the service.

All bedrooms are for single occupancy and have en suite toilets. There are shared bathing and showering facilities. Each wing has its own sitting and dining areas. There is also a larger sitting area, conservatory and open multi-purpose area that people can use. The enclosed gardens are accessible through the conservatory.

The service's vision statement is:

"Building on a person's abilities, we will deliver high quality person centred care to enhance their independence and wellbeing in their own communities".

What people told us

Ythanvale Home was asked to participate in the trial of our New Care Surveys. This involved residents and visitors completing surveys online or as a hard copy. We received 13 completed and 10 partially completed surveys back. Feedback was very positive and all rated the care and support as being very good. We used comments made on the surveys to inform our inspection, for example:

"Very happy with how dad has settled in here. Always plenty going on to keep him amused. Very well cared for."

"Gaining entry when visiting can be a problem."

"Residents are very well looked after at all times. Relatives and friends are always made very welcome by the friendly staff."

"Since moving in here, his general health has been much better."

"Mum is well looked after by the staff as they all know her needs and moods. Some bank staff she tends to find hard as they don't know her."

"I am always greeted with a smile and any time I have reason to speak to staff I am listened too and any request is followed through."

"My relative appears to be more content than when living alone at home."

"All members of staff are very courteous, approachable and willing to help."

"Parking can be a problem but not sure how that could be solved. Outside area to the front is untidy with weeds."

"Too many unfamiliar agency staff, regular staff work well together."

During our inspection we spent time talking with eight residents and five visitors. The comments we received have been used to inform our inspection, for example:

"I cannot fault the staff. I found the care review beneficial. The events are wonderful, always something going on."

"Staff aware of the importance of helping my mum keep active."

"Fantastic place, couldn't get any better."

"Staff are very respectful of people. I am confident that my mum is in the right place to get the right care."

"The girls (staff) are lovely. They don't let you off with anything, you are encouraged to do things for yourself."

"I come every Sunday and enjoy Sunday lunch with my wife. You don't get that everywhere."

"I can push this (pendant) and the staff come quickly to help me."

"I am kept busy, there is always something interesting going on to keep me occupied."

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 leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	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 evaluated the service as performing at a very good level in how well it supports people's wellbeing. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were

very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes.

Ythanvale had a warm, friendly and welcoming atmosphere. Residents, relatives and staff fully engaged with our inspection and all were eager to tell us about their experiences living, visiting and working in the service.

We spent time observing how staff interacted and engaged with people and the effect this had on individuals. We observed staff demonstrate warmth and genuineness when one person was anxious and required the comfort of a cuddly dog. There was an enablement approach to encourage people to mobilise and change seating position. Staff empowered people to make informed decisions during the activity, this resulted in them feeling included. We observed many examples of fun being used to include and engage people. We concluded that the positive interactions with staff contributed to good experiences and positive outcomes for people.

Residents looked very well. Support had been provided to ensure that people were well dressed and had been assisted with hair styling and shaving. One relative told us it was important for their loved one to "look their best" and she said this was something the staff were always mindful of. Staff had recognised the importance of supporting people retain a sense of self and personhood.

The very good levels of meaningful engagement continued. We observed smaller group activities and also people independently access items to occupy their time in a meaningful way. Photographs were available throughout the service to remind people of past events and occasions. Residents told us "the day passes quickly" and "there is always something going on, usually ending in us all laughing." The service had recognised the importance of engagement and occupation in relation to people leading meaningful lives.

One person was being supported in achieving an open university degree. The service had provided IT facilities and one member of staff was the mentor who gave encouragement and guidance. The service was supporting this person to get the most out of life because they believed in his potential.

There was very high satisfaction with the quality of meals. People had their meals in the dining areas in each unit, this created a relaxed and sociable dining experience. One relative had his Sunday lunch with his loved one every week. This meant a lot to this couple because Sunday lunch had been a "special thing all their married life." Other relatives told us that they are always offered the opportunity to stay for their meal. The service had created a culture of family inclusion at mealtimes.

Shared areas of the service were homely and comfortable. This helped people relax and as one person said "makes me feel at home." There were some lovely examples of personalising of bedrooms. One visitor told us that they and their loved one were able to access their bedroom prior to admission. This enabled them to add items from home to create a familiar environment for the person moving in. The family told us that this had helped them "settle in very quickly." However we found that the bedrooms used by people during respite stays did not have the same warmth and homeliness. The service should add items to these bedrooms that will mirror the homeliness in other areas of the service. This will make people coming for respite stays feel welcome and comfortable.

The home was found to be clean and odour free. Many relatives and visitors took time to highlight the domestic staffs commitment to ensuring that people lived in a "spotless care home."

People who required aids to assist them with walking had these within easy reach. There was minimal use of wheelchairs to transfer people from area to area. Instead we observed staff take time to support people to mobilise. Some of these people had complex care and support needs and we could see the look of achievement

and pleasure they had when they had reached their destination. The service had recognised the importance of people remaining mobile and the benefits that walking had to their health and wellbeing.

We attended the weekly multi agency meeting held in the Schivas unit. It was very positive that this meeting was used as a platform to discuss the care and support needs of the residents currently residing in the unit. This meant that people could be confident they were in the right place to receive the right care because all agencies supporting them were informed of their current care and support needs. It was also an opportunity to discuss people awaiting admission into the wing. This meant that admissions were appropriate and that people being admitted could be confident that the service could meet their care and support needs.

Many staff had been encouraged to extend their knowledge and skills in certain areas of the care provision. As a result the monitoring and analysis of falls, weight loss and medication errors was robust and had resulted in improved outcomes for people because falls had reduced, weights increased and medication errors reduced.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

We evaluated the service as performing at a very good level in how well the care and support is planned. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes.

The management team had introduced short training sessions that encouraged staff to increase their knowledge and understanding of the Health and Social Care Standards and to reflect how the Standards can be used to improve how they care and support for people. It was very pleasing to read progress records that had improved in the quality of recordings. Staff now recorded the outcomes for people rather than a list of tasks. Staff demonstrated throughout our inspection that the care and support they delivered sought to provide better outcomes for everyone. The service was committed to ensuring that residents received the care and support that was right for them.

Care notes were split into three folders. One folder contained wellbeing notes and each person had these in their bedroom. These contained records of activities and engagement and encouraged residents and relatives to record themselves due to the easy access.

A second folder contained care plans. These were detailed and focused on what people wanted. When staff had identified a change to a support need we found that care plans had been updated appropriately. However when an allied professional had provided a letter with a record of changes to the care needs of a person, this was not reflected in the care plan. Added to the care plan was an entry that directed staff to the letter. We discussed with the manager the importance of ensuring all care plans were updated with all changes to ensure that care plans reflected the care and support needs of people at that time.

A third folder contained daily progress records, allied professional letters and healthcare records.

The staff group was stable and familiar with the system in place however we found it confusing and we saw evidence of inconsistency in where different forms and letters were filed. Although we are confident that staff knew the care and support needs of people, we discussed with the manager the potential for agency staff not being able to find important information about how best to support people. We are confident the management team will review how care and support documentation is filed.

People who had been admitted to Schivas Wing for rehabilitation and enablement had their progress recorded on a daily record. These were very detailed and demonstrated clearly the progress each person was making. People had these records in their bedrooms thus they had easy access to a visual reminder of how far they had come. The service recognised people as experts and enabled them to have more control over their health and wellbeing.

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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good
How well is our care and support planned?	5 - Very Good

5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good
--	---------------

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.