

Acredale House Support Service

9 Mid Street
Bathgate
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Telephone: 01506 634 288

Type of inspection:
Unannounced

Completed on:
5 April 2024

Service provided by:
Acredale House

Service provider number:
SP2003003892

Service no:
CS2007145539

About the service

Acredale House is registered with the Care Inspectorate to provide a support service to a maximum of 50 older adults. The service delivers day care within Acredale House and also to people in their own homes and the community.

The service is provided by Acredale House which is a voluntary organisation and charity with voluntary board members. It is available from Monday to Fridays, excluding public holidays, between the hours of 09:00 and 16:30.

Acredale House is located in Bathgate and is close to public transport and local facilities. The building is on private ground. Accommodation consists of activity rooms, sitting areas/rooms, a dining area, kitchen, shower room and toilets. There is a well maintained secure garden to the rear and car parking to the front of the building.

People are supported to attend Acredale House either using the service's minibus. Some others make their own way with the support of relatives.

About the inspection

This was an unannounced inspection which took place on 3 and 4 April 2024. The inspection was carried out by one inspector 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:

- spent time with and spoke with people using the service
- received feedback from ten family and representatives
- spoke with and received feedback from nine staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People spoke very positively about the care and support they received.
- Staff in all roles demonstrated warmth and kindness when supporting people.
- There were a range of meaningful activities on offer.

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 staff team?	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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff demonstrated the principles of the Health and Social Care Standards in their day to day practice. People were treated with dignity, respect and genuine affection. There were warm and friendly interactions between staff and people supported by Acredale House. Everyone we spoke to were positive about the staff. People experiencing care told us "The staff are brilliant" and "I have a great relationship with my carers. They're all lovely, really respectful and they help me with everything I need". Family members of people using the service also said "Without exception, the staff are all welcoming, attentive and caring" and "We have nothing but praise for the staff". People were very happy with the care and support they received.

Staff were responsive to people's changing needs and were taking steps to ensure people were safe and well. We saw staff visiting and providing lunch to someone who decided to stay at home for the day and advice being offered to another person around their medication while encouraging their independence. People's wellbeing was being placed at the heart of the service.

Staff recognised changes in people's health and wellbeing quickly. They escalated these to the manager who offered advice and support. The service worked with other health and social care professionals to ensure that people's wellbeing was promoted and that their needs were being met in the right way.

The staff team were supporting people to participate in meaningful activities. People were choosing from a range of activities which took into account their interests and care needs. Staff understood the importance of being active and encouraging people's choices in activities. Family members spoke very highly of the range of activities and how these improved people's wellbeing. Some of the feedback included:

"[My relative] enjoys the company and the activities. At home, [they] was not getting the same stimulation".

"We are overall very impressed with the service, which we believe is adding real value to our [relative's] experience of going out and interacting socially with people outwith the family setting".

The service had recognised the importance of supporting people to eat well in a pleasant environment. People ate together in a relaxed and sociable atmosphere and told us that they enjoyed their meals. Family members were confident that their relatives were having a cooked well balanced meal at Acredale House. One relative said "I know [my relative] has had a good meal" while another told us "They serve nutritious cooked meal and snacks which [my relative] always enjoys". This was helping to support people's physical health and wellbeing.

We encouraged the manager to consider additional training for staff around texture modified diets. Although this was not needed by people attending Acredale House during the inspection it would increase access to the service for people who may need this in the future.

People could be assured that there were personal plans and risk assessments in place to guide staff. The team were reviewing plans with people, and their family members. We noted that some of the personal plans would benefit from more details of people's lives which could be used to build relationships and understand people. The service also needed to ensure that personal plans and risk assessments contained consistent information. Although staff generally knew people very well, there was a risk of new or unfamiliar staff reading conflicting information and not providing the right care. We shared links to person centred planning approaches to support the manager in developing this. We look forward to seeing this developed at future inspections.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staffing arrangements were planned to ensure that people received the care and support they needed. The manager was assessing and allocating staff taking account of skills and interests in leading different activities. Staff had time to speak to and encourage people to participate in activities and interact with others. The service had the right number of staff to support people's outcomes.

The manager was ensuring that staff received a range of training to help them in their role. We suggested to the manager to extend the dementia training for staff. Staff were enthusiastic to be trained to at least a 'skilled' level in Promoting Excellence in Dementia training with some staff trained to an 'enhanced' level. This will promote confidence and excellence. We look forward to seeing progress at future inspections.

Acredale House was supporting staff to complete qualifications to promote good practice and meet registration requirements with the Scottish Social Services Council. This was ensuring staff were confident and ensuring good health and wellbeing of people using the service.

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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