

Simeon Care for the Elderly Limited Care Home Service

Simeon House
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Bielside
Aberdeen
AB15 9BN

Telephone: 01224 862 415

Type of inspection:
Unannounced

Completed on:
26 March 2024

Service provided by:
Simeon Care For The Elderly Ltd

Service provider number:
SP2003000022

Service no:
CS2003000253

About the service

Simeon Care for the Elderly Limited is registered to provide a care service to a maximum of 23 older people, of whom up to six may have a learning disability and two which may be respite/short break places.

The home is set in very pleasant and picturesque grounds in Bieldside, west of Aberdeen. It was purpose built in 2015 and has separate older buildings where international volunteers and workers can live. Simeon is part of Camphill Communities which aims to create a nurturing environment in which individuals of all ages can fulfil their potential.

About the inspection

This was an unannounced inspection which took place on 24 March 2024 between 10:00 and 18:00. 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:

- spoke with ten people using the service
- spoke with four family members
- spoke with ten staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professionals.

Key messages

- There was a relaxed and homely atmosphere in the care home.
- Staff supported people with genuine warmth and concern.
- People were supported in a way that recognised and respected their rights, wishes and needs.
- Mealtimes were a sociable and calm occasion and people really enjoyed their meals.
- The care home benefitted from an enthusiastic activities coordinator who carefully selected activities to meet people's individual needs.
- People benefitted from an experienced and well organised staff team who knew them well.
- People we spoke to told us they had complete confidence in the staff and management team.
- Quality assurance processes were effective.

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?	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 have evaluated this key question as very good. We found this service demonstrates major strengths in supporting positive outcomes for people. There are very few areas for improvement.

There was a relaxed and homely atmosphere in the care home. People were at ease and appeared comfortable in their surroundings. We observed staff worked in a positive and calm manner. One person shared, "the staff are fantastic". This sense of togetherness enriched the lives of people experiencing care.

Staff supported people with genuine warmth and concern. Staff took time for people to be as independent as possible, without rushing them. There was lots of laughter and smiling in the group. One family member told us, "the staff are incredible, my loved one has been treated with the upmost respect and compassion".

People felt respected and listened to. One person shared, "I can get up when I like, or have a lie in, there's no pressure". Staff clearly knew people well and individual choices and wishes were known and respected.

People's rooms were personalised which promoted each person's experience, dignity and respect. People were comfortable, whether spending time in the communal areas or in their own room.

People looked well, were well presented and appeared comfortable. People had regular access to a hairdresser and a nail technician. We observed people's hair was well groomed and freshly washed. This promoted people's dignity and sense of worth. One person shared, "my pink nails make me very happy".

People chose where and how they spent their time. People talked very positively about the activities. One person shared, "every day is a school day at Simeon, there is always something interesting to do or watch".

The care home benefitted from an enthusiastic activities coordinator who carefully selected activities to meet people's individual needs. There was a range of activities and opportunities that people enjoyed, this included poetry groups, baking, quizzes, musical entertainment and craft fairs. This ensured people were spending their time purposefully.

There were intergenerational links established with the local nursery school and people told us they really enjoyed the children visiting. Staff had access to the service car to take people on outings. This promoted people's wellbeing.

Some people who used to live in the surrounding areas visit their old community once a week. One person told me, "It brings a smile to my face". This helped promote people's wellbeing and sense of identity.

People's spiritual needs were being met. A local church visits regularly and some people attend the local church weekly. One person told us maintaining their faith was very important to them and they get to do this living at Simeon.

People were encouraged to maintain relationships in and out of the care home. People had their own mobile phones and there was Wi-Fi access throughout the building. Visitors accessed the care home freely and were encouraged to stay for meals with their loved one. This promoted people's identity and well being.

Private dining for special family occasions were very much promoted. One family member shared, "I'm always made to feel very welcome". This helped promote people's wellbeing and sense of belonging.

People were supported to be emotionally resilient and to have a strong sense of their own identity and wellbeing. For example, people's artwork was displayed on the walls of the care home and one person shared, "it makes me proud to see my work hanging there". Another person was using their skills to help develop the garden area.

People were encouraged to move regularly and remain as active as they could be. People had access to a fully enclosed, accessible garden area with various seating and sensory areas. We observed people accessing this independently. This added a tranquil and safe outdoor space where people could feel closer to nature.

People benefitted from regular access to health care professionals, including podiatry and General Practitioners. This meant people's health benefitted from the right healthcare from the right person at the right time.

People had access to plenty fluids. Staff were offering regular fluids throughout the day and there was a kitchen area where people could help themselves. This reassured us people were well hydrated which was important for overall health and well-being.

Mealtimes were a sociable and calm occasion and people really enjoyed their food. There was plenty choice and food was homemade, served fresh and hot. One person shared, "its lovely we can have a glass of wine with our meal - it feels special". Staff ate their meals with people and this added to the family atmosphere which people told us they really appreciated.

People benefitted from a robust medication management system. We examined a sample of medication administration records and found that people had received the right medication at the right time. This helped people to maintain good health.

How good is our leadership?

5 - Very Good

We have evaluated this key question as very good. We found this service demonstrates major strengths in supporting positive outcomes for people. There are very few areas for improvement.

People we spoke to told us they had complete confidence in the staff and management team. They felt well informed about any changes and improvement plans within the service. One person told us they were involved in developing the work in the garden area and shared lots of ideas which were actioned. This demonstrated that leaders within the service were responsive to feedback.

The service was well led and benefitted from a committed and experienced management team who were focused on supporting the team to deliver very good care. The management team were visible and appeared approachable. A family member shared, "the manager's door is always open".

People benefitted from an experienced and well organised staff team who knew them well. Staff had access to appropriate training to support and develop their skills to inform good quality care. Staff shared, "there is a great ethos working here" and "this is the best place I have ever worked".

Observations of staff practice were regularly carried out to assess learning and competence. Outcomes from these were discussed through team meetings, individual supervision and planned training, to ensure suitable levels of practice were maintained. People living in the home benefitted from a competent and well managed staff group.

Regular supervision was used constructively and staff valued this because it supported their personal and professional development.

The management team had a clear understanding of what was working well and what improvements were needed. Quality assurance processes were effective. A full and comprehensive system of audits was in place and regularly completed. The audits fed into an improvement plan for the home, of which senior management had an overview. This meant we could be confident improvements were driven forward.

The management team instilled a culture which encouraged staff to be involved with the overall quality assurance system. This meant staff maximised their accountability and responsibility for improvement. One staff member shared, "we are always striving to be better".

This service was very well led. People were supported in a way that recognised and respected their rights, wishes and needs.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The provider should review and improve its flexibility for visitors, particularly in relation to the areas in the home that are used for visiting and the number of visitors enabled to visit each person.

This is to ensure that care and support is consistent with the Health and Social Care Standards 2.18, which state that: 'I am supported to manage my relationships with my family, friends or partner in a way that suits my wellbeing.'

This area for improvement was made on 23 June 2021.

Action taken since then

We observed visitors accessing the care home as and when required. There were no restrictions. There was a flexible approach and family members told us they were always made to feel welcome. This enriched people's lives.

Please see 'How well do we support people's wellbeing?' section for further information.

This area for improvement has been met.

Previous area for improvement 2

The provider should ensure that all areas where infection could spread are monitored and corrective action taken as soon as areas of concern are seen.

This is to ensure that care and support is consistent with the Health and Social Care Standards 5.17, which state: 'My environment is safe and secure.'

This area for improvement was made on 23 June 2021.

Action taken since then

We observed the care home to be clean and well maintained. There were regular cleaning schedules being adhered too. This helped keep people safe.

This area for improvement has been met.

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 and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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