

# Blackwood Care - Raeden Court Care Home Care Home Service

16 Raeden Court  
Midstocket Road  
Aberdeen  
AB15 5PF

Telephone: 01224 326 331

**Type of inspection:**  
Unannounced

**Completed on:**  
8 November 2024

**Service provided by:**  
Blackwood Homes and Care

**Service provider number:**  
SP2003000176

**Service no:**  
CS2003000232

## About the service

Raeden Court is a care home for adults with physical disabilities, situated in a residential area of Aberdeen. The service is close to transport links, shops and community services. The service provides residential care for up to 15 people.

The service provides accommodation in single bedrooms on one floor, each with an en-suite shower room. Bedrooms are of varying sizes. There is a large communal dining room to the front of the property and a smaller sitting room with kitchenette to the rear of the property. There is access to outside space which wraps around the building.

## About the inspection

This was an unannounced, follow up inspection which took place on 7 November 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:

- spoke with six people using the service and two of their families
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional.

**Key messages**

This was a follow up inspection that focussed on three requirements made at our previous inspection, which concluded on 22 April 2024.

- People had been consulted regarding the refurbishment of the service, and were involved in personalising their own spaces, to create a homely environment
- Significant improvements had been made to the environment through refurbishment of the main dining area, corridors and en-suite bedrooms and bathrooms
- The cleanliness of the home had improved.
- Quality assurance processes were now in place to ensure cleaning and maintenance of the environment was maintained.
- A service improvement plan had been implemented which reflected the views of people living in the service.

**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 good is our setting? | 3 - Adequate |
|--------------------------|--------------|

Further details on the particular areas inspected are provided at the end of this report.

## How good is our setting?

### 3 - Adequate

It was clear that there had been extensive improvement to several areas of the home since our last inspection. This was having a positive effect on people living in the service. During our follow up inspection we have therefore regraded Quality Indicator 4.1 to a grade 3.

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

### Requirements

#### Requirement 1

By 14th April 2023 you, the provider must provide the Care Inspectorate with an updated environmental assessment and improvement plan, laying out in detail all internal and external works required. You must include expected commencement and completion dates of planned work. Furthermore, the provider must provide the Care Inspectorate with, at a minimum, three monthly progress reports of environmental improvement work.

This is to comply with Regulation 10(2)(a) and (b) (Fitness of premises) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states:

"My environment is secure and safe". (HSCS 5.19);

"I experience an environment that is well looked after with clean, tidy, and well-maintained premises, furnishings, and equipment". (HSCS 5.24).

This requirement was made on 22 April 2024.

#### Action taken on previous requirement

This requirement was made on 2 March 2023. As this requirement was not met at our inspection on 22 April 2024, we agreed an extension until 17 October 2024.

Since our last inspection, the provider emailed an environmental improvement plan, for the upgrade of the internal fixtures and fittings. This was a detailed plan with defined areas to be upgraded, and relevant timescales for completion.

The provider provided monthly updates, detailing works which had been completed, and any progress. The information also contained details of full consultations with people at each stage of the refurbishment. This meant that people's views were considered and that they had been central to developing their home environment.

The refurbishment had extended further than the areas required, and this was noted at the time of the inspection. All upgrading work had been completed to a high standard. The corridor areas had new flooring, brighter lighting and had new artwork on the walls, chosen by people who lived in the service.

Overall, we were satisfied that the provider had completed the required improvements, within the timescales agreed. It was clear that there had been extensive improvement to several areas of the home, and that this was a positive improvement for people living in the service.

**This requirement has been met.**

**Met - within timescales**

## Requirement 2

By 15 May 2024 you, the provider, must ensure that comprehensive quality assurance processes are undertaken to monitor all aspects of the service. This includes, but is not limited to, infection prevention and control and maintenance of the environment. Furthermore, managers must empower others to become involved in quality assurance processes to ensure dynamic and responsive improvement plans.

**This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). This is to ensure that care and support is consistent with the Health and Social care Standards (HSCS) which states that: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes". (HSCS 4.19).**

**This requirement was made on 22 April 2024.**

### Action taken on previous requirement

The service had a robust process in place for quality assurance. The manager had good oversight across all key areas of the home such as accidents/incidents, care reviews, care plans, medications and staff supervision.

All audits were followed by an action plan with any identified areas for improvement. Once actions were completed, these were signed off and information entered into a management system for review by management, and senior management. This ensured all quality assurance was ongoing and up to date. As a result, actions from quality assurance processes were directing improvements for people.

Improvement was seen with regards to oversight of infection prevention and control, and maintenance in the home. A meeting had been held with domestic staff, and a new cleaning procedure, and cleaning records had been implemented. This was a more organised approach, which enabled domestic staff to be clear about their areas of responsibility. Cleaning records sampled were completed appropriately, and reflected the standard of cleanliness in all areas of the home at the time of inspection. This meant people were experiencing a clean and fresh environment.

Spot checks had been carried out by the manager and team leaders, with daily walk rounds now in place. Team leaders also had additional responsibility to check the standard of cleaning was maintained, twice a day at the end of each shift. Any identified issues were discussed with the staff member responsible to rectify. This ensured standards were maintained in all areas of the home.

We discussed the importance of maintaining the standard of cleanliness and ensuring that seniors are checking this each day. We need to see that this process is maintained and embedded over time and therefore we will review this at our next inspection.

We discussed the importance of a whole staff approach to reporting any maintenance issues, following refurbishment. The service had a system in place to ensure the upkeep of the environment. We need to see that this process is maintained, and embedded over time, and therefore we will review this at our next inspection.

Staff were involved with quality assurance, and had several opportunities to feedback on the service and any improvements. We discussed that although this was being done, documentation to support this could be developed further. We will follow this up at our next inspection.

Feedback from people through quality assurance, had informed a service improvement plan. The manager had compiled a service improvement plan, which was clear and reflected people's views. The service offered various methods for people to get involved and give their views. As a result, people felt valued that their opinions mattered.

Overall we were satisfied that there had been good progress towards meeting this requirement, and there was a more robust system now in place for managers to maintain oversight to ensure standards were met.

**This requirement has been met.**

**Met - within timescales**

### Requirement 3

By 26 April 2024, the provider must ensure that people experience an environment that is clean, safe and minimises the risk of infection. This includes but is not limited to ensure that the main dining room and all en-suite facilities are cleaned to a high standard in line with infection prevention and control (IPC) guidance. This is to support people's health and wellbeing.

**This is to comply with Regulation 10(2)(a) and (b) (Fitness of premises) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states: "My environment is secure and safe". (HSCS 5.19); "I experience an environment that is well looked after with clean, tidy, and well-maintained premises, furnishings, and equipment". (HSCS 5.24).**

**This requirement was made on 22 April 2024.**

#### Action taken on previous requirement

The overall appearance of the home had much improved. There were no intrusive odours at time of inspection. People were experiencing a pleasant, bright and clean environment.

The main dining room had been refurbished and was bright, modern and clean. The finish was of a high standard. People told us, 'It's a lot better, more sophisticated', 'It's made a difference to me' and 'It's more sociable now, I love it'. People now had a pleasant space to enjoy their meals and socialise.

The en-suite bathrooms had been refurbished, and were finished to a high standard. All en-suites checked at time of inspection were clean.

The domestic services room had been decluttered, with new flooring, and was freshly painted. The domestic trolley was clean and organised, with all products labelled clearly at the time of inspection. Staff told us, 'It's much better now, such a difference. It's much easier to clean'. New cleaning equipment had also been purchased and as a result of the changes, the standard of cleanliness overall had significantly improved.

All areas of the home were very clean and new, which made maintaining cleanliness easier. The standard seen at time of inspection, was in line with current infection prevention and control guidance. This standard needs to be maintained and embedded through time, and we will follow this up at our next inspection.

**This requirement has been met.**

**Met - within timescales**

## 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).

## Detailed evaluations

|   |              |
|---|--------------|
| How good is our setting?                      | 3 - Adequate |
| 4.1 People experience high quality facilities | 3 - Adequate |

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