

Aden House (Care Home) Care Home Service

5 Annfield Road
Inverness
IV2 3HX

Telephone: 01463 234 667

Type of inspection:
Announced (short notice)

Completed on:
21 February 2025

Service provided by:
Malcolm McKinlay

Service provider number:
SP2005007555

Service no:
CS2003008467

About the service

Aden House is registered to provide a care home service for up to 24 older people.

The home is a large Victorian style house in Inverness which has been converted and extended. There are 22 bedrooms. All rooms have en-suite toilets and wash hand basin facilities. There are two lounges, a quiet seating area and a dining room on the ground floor. The first floor has four bedrooms. Aden House has a large garden area to the front and a small enclosed 'secret garden' to the rear of the home.

About the inspection

This was a follow up inspection which took place on 21 February 2025. 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 two staff and management
- Reviewed documents

Key messages

- People had good care and support
- The arrangements for people's medication support had been improved
- The service's quality assurance measures need to be developed
- The home's environment could be enhanced by some key actions being taken

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?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were still needed, the strengths identified had a positive impact on people's experiences.

At the previous inspection visit, some concern was highlighted regarding people's care and supports needs in relation to medications.

At this follow up inspection we focussed on people's medication needs and in ensuring that, at all times, their medication support needs can always be responded to in a timely and effective way. At our previous inspection we found medication support during day time was always meeting people's needs but this was not always the case at night. Since then the service provider had made sure that a sufficient number of staff who provided care and support during the night had been trained to a suitable standard in the administration of medication. Staff rotas and training records showed that each night there was always a member of staff at the care home who had been trained in the administration of medication. People can have confidence that their health and wellbeing needs were supported.

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

Requirements

Requirement 1

By 9 January 2025, the service provider must ensure that all the arrangements for people's medication support are of a suitable standard to support their health and wellbeing.

To do this, the service provider must, at a minimum:

- a) ensure people at all times get timely support with their medication needs, including when they need their 'as required' medications
- b) ensure there are staff on each shift in the care home who are trained in medication administration and competent to provide medication support
- c) review the recording practice and guidance for when topical medications are administered so that when topical medications are administered there are detailed and clear records of this and
- d) ensure the medication auditing and monitoring system in the home takes of account of the administration of topical and 'as required' medications.

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 state that: 'My care and support meets my needs and is right for me' (HSCS 1.19) and 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

This requirement was made on 5 December 2024.

Action taken on previous requirement

This was met. Management at the service had organised relevant medication training for staff. This meant that at all times people were able to receive appropriate and timely support with their medications needs and wishes. Arrangements for people's health support had improved. People's had good support for their health and wellbeing needs.

Met - within timescales

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

To support good experiences, health and outcomes for people, the service provider should make sure staff have opportunities to develop and learn as social care workers.

This should include, but is not limited to, making sure staff training is up to date, and supervision and team meetings take place on a suitable regular basis. The service would benefit from reviewing and identifying staff's training needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: 'I have confidence in people because they are trained, competent and skilled' (HSCS 3.14).

This area for improvement was made on 5 December 2024.

Action taken since then

This was not assessed at this follow up inspection.

Previous area for improvement 2

To support people's positive experience of living in a care home, the service provider should make sure that the environment and facilities are as accessible, well looked after and as suitable as possible. Storage, bath and shower facilities should be reviewed and improved.

This is to make sure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'The premises have been adapted, equipped and furnished to meet my needs and wishes' (HSCS 5.18).

This area for improvement was made on 5 December 2024.

Action taken since then

This was not assessed at this follow up inspection.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

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