

Royal Blind Allermuir Care Home Service

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Type of inspection:
Unannounced

Completed on:
5 March 2025

Service provided by:
Royal Blind Asylum and School Trading
as Sight Scotland

Service provider number:
SP2003002572

Service no:
CS2016344402

About the service

Allermuir is a care home service, provided by the charity, Sight Scotland, for up to four adults with physical disabilities and sensory impairment. The service provides long-term care and support to young adults who have left school and is intended to be a life-long placement.

Allermuir is located in a central, yet quiet suburb of Edinburgh. The property overlooks expansive, well maintained public park facilities and provides very good access to local amenities and transport links.

The house had a spacious living area, large kitchen/dining area, four single bedrooms and well equipped en suite bathrooms. There was also an office space and staff sleep over accommodation. There was access to a front and back garden area. The building was very well maintained, furnished and decorated.

About the inspection

This was an unannounced inspection which took place on 24 and 25 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
- intelligence gathered since the last inspection.

In making our evaluations of the service we:

- met with four people using the service
- received verbal and questionnaire feedback from four family members
- spoke with eight staff and management
- considered questionnaire feedback from staff and external professionals involved with the service
- observed practice and daily life
- reviewed documents.

Key messages

- People experienced dignified, compassionate care and support from staff they knew well.
- The service worked well and in close collaboration with other agencies to promote people's rights, health and wellbeing.
- The service demonstrated commitment to continuous improvement.
- Staff were very well supported with their learning, development and professional responsibilities.
- Staffing arrangements were flexible around people's individual needs and circumstances.

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 evaluated this key question as very good. The service demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that did exist had minimal adverse impact on people's experiences and outcomes.

People experienced dignified, compassionate care and support from staff they knew well. Staff promoted choice and independence in line with people's likes, dislikes and preferences. People and their families told us they were very happy with the care and support they received and enjoyed the positive relationships they had built with their staff teams. We heard comments that included, "They are doing a marvellous job", "The care provided by staff at Allermuir is exemplary" and "Staff do everything they can to ensure my son's wellbeing". This meant that people experienced warmth, kindness and compassion from a staff team they knew well.

People experienced care and support that promoted positive health and wellbeing. People told us, and we observed, that staff being attentive to any changes in people's health or wellbeing and sought appropriate professional involvement where necessary. Family members described examples where the staff team had taken prompt action to address concerns and advocate for people's rights. Family members told us they trusted the staff and management teams to act in people's best interests, communicate effectively and promote positive experiences. This meant that any treatment or intervention that a person experienced was safe and effective.

Some people experienced restrictions to their independence, choice or control as part of their care and support. People and/or their legal representatives were fully involved in the development and review of the restrictions. The service worked hard to ensure others living in the home who did not need these restrictions were not adversely affected by them. The provider was in the process of developing their restrictive practice policy and making improvements to their corresponding procedures and record keeping. We signposted the provider to best practice guidance to support the process. This meant that people could be confident that they would be involved in any decisions relating to their care and support and that the provider was committed to continuous improvement.

People led varied lifestyles and had opportunities to learn new skills and develop new interests. The staff team were focussed and believed in people's potential. We heard first hand reports of experiences people had gained that had been their lifelong dream. The staff team were skilled at promoting independence and this was reflected in the environment, equipment used and people's care plans. This meant that people were empowered and enabled to be as independent and as in control of their life as they want and can be.

People's care plans contained good information that promoted a consistent approach from the staff team. The service utilised an electronic care planning system which allowed for regular updates, daily record keeping and information for staff to refer to. There was a lot of information available however some fine detail was missing which had the potential to cause inconsistent staff approaches when providing care and support. We asked the service to review the information held and include further detail. The service were already working on reviewing their systems and were committed to making improvements. This meant that people's care plans were right for them as they set out how their needs would be met, as well as their wishes and choices.

How good is our staff team?**5 - Very Good**

We evaluated this key question as very good. The service demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that did exist had minimal adverse impact on people's experiences and outcomes.

People benefitted from a staff team who worked well together. There were good systems in place to promote effective staff communication. People and their families commented positively about the level of consistency and appropriate communication from the staff team. We sampled rotas and observed practice and found there to be a well planned rota that considered staff skill mix and people's individual routines. People and families were complimentary of the opportunities the rota created to ensure people were supported to live life to the fullest. We did receive some comments that, on occasion, there were not enough staff on duty which meant their family member had missed out on a planned activity. We discussed this with the service and they were keen to investigate and make changes were appropriate and possible. This meant that people were supported to get the most out of life by a staff team who worked effectively to promote positive outcomes.

Staff received regular training and refresher training appropriate to their role and were being supported to achieve qualifications to meet, and often exceed, the conditions of their registration with the Scottish Social Services Council (SSSC). Staff received mandatory training in moving and handling, medication administration and adult support and protection, among others. The staff team had access to a wide variety of training opportunities beyond their mandatory training and staff were complimentary of this. Staff also reported being able to request additional training and the requests being supported. We noted that autism and acquired brain injury training was not currently offered and we asked the service to consider providing staff with these sessions to enhance their skills. The service was receptive to this request. This meant that people could have confidence in their staff team because they were trained and able to reflect on their professional codes.

People benefitted from a staff team who were well supported by the management team and wider organisation. Staff received regular supervision with their manager which focussed on practice and professional development. Staff told us they felt able to approach the management team at any time and were confident a manager was available at all times. People and their families expressed confidence in raising any issues with management and these being fully addressed. This meant that people could be confident that the service had an open culture that promoted best practice and development for all.

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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