

Inspire Bredero Drive Care Home Service

56 Bredero Drive
Banchory
AB31 5ZB

Telephone: 01330 824 569

Type of inspection:
Unannounced

Completed on:
9 July 2025

Service provided by:
Inspire (Partnership Through Life) Ltd

Service provider number:
SP2003000031

Service no:
CS2003000326

About the service

Inspire Bredero Drive is a care home for adults with learning disabilities. It is situated in a residential area of Banchory, close to local transport links, shops, and community services. The service provides care and support for up to four people.

The accommodation is a leased property of a domestic specification on one level. There are four bedrooms, large kitchen, combined sitting and dining room, shared bathroom, and a shared shower room. There is access to an open garden to the front and enclosed garden to the rear of the property.

About the inspection

This was an unannounced inspection which took place on 1 and 2 July 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 three people using the service
- spoke with five staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Staff were very good at developing meaningful relationships with people.
- People retained good connections with their families and friends and were involved with the wider community.
- Team culture had improved and people enjoyed an upbeat atmosphere in the home.

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

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| How well do we support people's wellbeing? | 5 - Very Good |
| How good is our leadership? | 5 - Very Good |
| How good is our staff team? | 5 - Very Good |
| How good is our setting? | 4 - Good |
| How well is our care and support planned? | 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 experiences and outcomes for people. Therefore, we have evaluated this key question as very good.

There had been a holistic assessment of people's health and social needs and we saw that care and support was being delivered in line with this.

Staff knew people very well and were vigilant to non-verbal signs and changes in people's presentation which may indicate a decline in health, or that someone was experiencing pain. As a result, people received the appropriate treatment and were referred to external health professionals at an early stage.

Where people experienced stress and distress, staff followed positive behavioural support plans and guidance provided by external health professionals. This helped people navigate difficult situations, reducing the risk of negative personal outcomes.

People were being supported to eat and drink well. People were asked about food preferences and offered choices of things to eat. Where people needed support and encouragement to eat and drink, this was done discretely. Staff followed guidance regarding food textures where individuals had been identified as being at risk of choking. This contributed positively to safe and enjoyable mealtime experiences.

People were as busy as they wanted and were able to be. We saw lots of activities made available in the home and staff also supported people to regularly engage with the local community. This contributed positively to people's physical and mental health.

Medication was being managed well. People's personal plans gave detail on the way in which people liked to receive their medication. Staff demonstrated in depth knowledge about the systems and processes of safe administration of medication. Record keeping was accurate and regular audits were completed to ensure high standards were maintained.

1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure

The service retained a homely feel while also ensuring that the environment was cleaned to a high standard. There were systems and resources in place to manage infection prevention and control in keeping with national guidance.

Staff had access to sufficient cleaning supplies and personal protective equipment (PPE). They had completed training relevant to their role. When we spoke with them they demonstrated a good working knowledge of national guidance and measures required to reduce risk of cross infection for those experiencing care.

Quality assurance processes identified areas for improvement and the team moved quickly to take action on any recommendations made. As a result, people were less likely to experience harm from infection.

How good is our leadership?**5 - Very Good**

We have evaluated this key question as very good. Performance demonstrated major strengths in supporting positive outcomes for people.

Leaders had a very good overview of service performance. They were honest in their appraisal of what was working well and what needed to improve. An improvement-focussed mindset ensured that issues were detected and rectified quickly.

Quality assurance checks and audits were being completed regularly by staff working in the service and also by the provider's own quality assurance partners. This ensured a robust approach to assessing performance of service functions and improved outcomes for people.

Systems and processes were in place for the investigation and review of protection concerns, accidents, and incidents. These were being recorded and reported appropriately, with effective analysis taking place to explore the root cause and reduce the likelihood of recurrence. This meant that people were less likely to experience negative personal outcomes.

We discussed with the provider during the inspection the need for a safe and simple system to ensure that staff working in the service knew who concerns should be escalated to during their shift. Managers were proactive and completed this before the inspection concluded.

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

We found significant strengths in aspects of staffing arrangements and how these supported positive experiences and outcomes for people. Therefore, we have evaluated this key question as very good.

People and their representatives provided overwhelmingly positive feedback about staff in the service. They told us that they were treated in a friendly and respectful way. We heard lots of good humoured exchanges between people which created a positive atmosphere for people to live in.

Staff were upbeat and we heard good engagement between them, sharing information about what was happening in the service and for people experiencing support. This contributed positively to achieving personal outcomes for people.

Information from people's assessments and personal plans informed staffing arrangements, and plans were regularly reviewed to ensure that people continued to be supported effectively with their preferred routines and activities.

There were some vacancies in the service, however current staff were picking up extra shifts and the service had a dedicated relief team which meant that people were supported by people who knew them well.

Staff attended team meetings and we saw from records that team culture and staff wellbeing was discussed regularly, with opportunity provided to give feedback. Staff received regular professional supervision in line with guidance from their registering body and were aware of their accountability and responsibility in ensuring a positive team culture.

How good is our setting?

4 - Good

We have made an evaluation of good for this key question. There were a number of important strengths which, taken together, outweigh areas for improvement. The strengths will have significant positive impact on people's experiences and outcomes, however improvements are required to maximise wellbeing.

The home was welcoming, clean, and free from intrusive noise and odours. This contributes positively to people's overall living experience.

The property is of a domestic specification and people have access to all communal areas and can choose where they would like to spend their time. Some people preferred the company of others, while some enjoyed their own company and liked to spend time in their room.

People accessed the kitchen to make their own snacks and drinks or to do laundry, either independently or with support. This contributed positively to people learning new skills or to maintain current skills.

Overall, internally the premises were kept in good order. However, one person's room was very cluttered and may have presented a risk to general safety and wellbeing for people living and working in the service (see area for improvement 1).

External windows and doors to the property were of poor condition with peeling paint, some evidence of failed seals, and wood decay. This resulted in the property looking unkempt and potential for reduced protection from draughts. Ongoing discussion with the landlord is necessary to ensure these issues are addressed. We will follow up this progress at the next inspection.

The service had relevant safety certificates and regular maintenance checks were being completed. Staff were very good at reporting faults and repairs. When we spoke with staff they demonstrated a good awareness of health and safety practice.

Areas for improvement

1. To support people's wellbeing and dignity, the provider should ensure that people are supported to maintain their environment to an acceptable standard.

This should include, but is not limited to, ensuring bedrooms areas are kept tidy and free from clutter, and supporting people to engage with the landlord where property upgrades are necessary and to monitor and help act upon improvements identified in people's properties.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am enabled to live in my own home if I want and this is possible' (HSCS 1.21); and 'If I am supported and cared for in the community, this is done discreetly and with respect' (HSCS 1.5).

How well is our care and support planned?

5 - Very Good

There were major strengths in supporting positive outcomes for people in the way in which their care and support was planned. We have, therefore, evaluated performance in this key question as very good.

The provider used an electronic system for planning and managing care and support. People and their legal representatives were able to access the system if they wished to do so. This meant that an up-to-date overview of care and support delivery was available to them.

The service was very good at engaging with people and their representatives in developing and reviewing care provided, and key workers updated people's plans regularly. As a result, people would continue to receive person-centred care and support.

Significant work had taken place to improve care planning processes. Staff were much more confident and comfortable using the system since our last inspection, resulting in better quality information being recorded.

People's plans were very person-centred. They contained lots of detail about what people liked and disliked, what was important to them, and the way in which they preferred to be supported. We saw that people were involved in setting goals about things they wanted to achieve or experience. There was evidence to support that care and support being delivered matched what had been detailed in people's plans.

Risk assessment and management promoted an enabling rather than restrictive approach. People's rights, preferences, and choices, including information about capacity and decision making, was recorded and managed sensitively, reflecting the overall ethos of the service.

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 promote the wellbeing of staff and people's confidence in the service, the provider should improve upon whole team culture.

This should include, but is not limited to, improving how leaders engage and collaborate with team members to benefit personal outcomes for people experiencing care.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience a warm atmosphere because people have good working relationships' (HSCS 3.7); and 'My care and support is consistent and stable because people work together well' (HSCS 3.19).

This area for improvement was made on 4 November 2024.

Action taken since then

There was an upbeat atmosphere in the home, we heard lots of good humoured exchanges and people appeared happy.

When we spoke with staff they told us that there had been an overall improvement in team culture. They reported higher levels of engagement between leaders and themselves, and leaders attended at the service more regularly giving them greater oversight of the functions of the service.

Minutes from team meetings and supervision records evidenced that staff were being provided with opportunities to discuss wellbeing and team culture. Together this resulted in supported people experiencing better outcomes.

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

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| 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 |
| 1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure | 5 - Very Good |
| How good is our leadership? | 5 - Very Good |
| 2.2 Quality assurance and improvement is led well | 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 |
| How good is our setting? | 4 - Good |
| 4.1 People experience high quality facilities | 4 - Good |
| How well is our care and support planned? | 5 - Very Good |
| 5.1 Assessment and personal planning reflects people's outcomes and wishes | 5 - Very Good |

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