

Inspection report

Albyn House and Gordon Street House Care Home Service

76/78 Dee Street
Aberdeen AB11 6DS

Inspected by: Allan Barker
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 18 January 2007

Service Number

CS2003000248

Service name

Albyn House and Gordon Street House

Service address76/78 Dee Street
Aberdeen AB11 6DS**Provider Number**

SP2003000019

Provider Name

Albyn House Association Ltd

Inspected ByAllan Barker
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

18 January 2007

Period since last inspection

5 Months

Local Office AddressJohnstone House
Rose Street
Aberdeen
AB10 1UD

Introduction

Albyn House and Gordon Street House was registered to provide a care service for up to 20 people with alcohol misuse difficulties. Four of these places were within the Designated Place facility which offers a safe environment and an alternative to the criminal justice system, for Service Users who are recovering from the effects of alcohol intoxication. A further 16 places are offered within Albyn House and Gordon Street. The service was based within the city centre of Aberdeen. The accommodation was located over three floors; bedroom areas were personalised which reflected Service User's interests and individuality. The premises were clean and tidy and well maintained. Service Users had access to a games room / lounge room, quiet room / smoking area and laundry / kitchen facilities.

The care service's aims and objectives document states that they will provide a service which aims to care for people in a humanitarian and therapeutic setting and to ensure that Services User's rights to privacy, dignity and respect and upheld. The service, through its designated place, also aims to promote the decriminalization of the offence of drunkenness.

The service had recently amalgamated with the Alcohol Advisory Service and was developing and enhancing the service, policies, procedures and staffing arrangements.

Basis of Report

This service was inspected after receiving a Regulation Support Assessment (RSA) to determine what level of support was necessary. The RSA is an assessment undertaken by the Care Commission Officer which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service and action taken upon requirements. This service was required to have a low level of support that resulted in an inspection based on the national inspection themes, core standards for the inspecting year and any recommendations and requirements from previous inspections, complaint or other regulatory activity.

This report was based on consideration of the service's compliance with the regulations associated with the Regulation of Care (Scotland) Act 2001, as well as taking account of the following National Care Standards for Care Homes for People with Drug and Alcohol Misuse Problems. The inspection visit and took into consideration any requirements, recommendations, or areas of development identified from the inspection visit of 14 August 2006.

The inspection focused on the following standards:

- Standard 1. Informing and Deciding.
- Standard 3. Your Environment.
- Standard 5. Support Arrangements.
- Standard 9. Expressing Your Views.

The Care Commission Officer spoke with staff about service records and policies, including Health and Safety, care plan recording, and emergency procedures. Various policies and procedures were viewed. The areas of the service used for the residential service were inspected. The inspection visit was an unannounced morning visit.

Action taken on requirements in last Inspection Report

Requirements made following the last inspection visit of 14 August 2006 had been actioned

by the provider.

Comments on Self-Evaluation

Not applicable.

View of Service Users

The Care Commission Officer spoke with three Service Users during the inspection visit. Service Users spoke favourably about the service provision and the support from staff. 'it's fine here', 'staff are great - really helpful', 'I like my keyworker - they are always there for you', 'staff are fine and the food is good', 'I'm happy here - the staff give you space to do what you want within the rules'.

View of Carers

No relatives or carers were present during the inspection visit.

Regulations / Principles

Regulation :

Strengths

Areas for Development

National Care Standards

National Care Standard Number 1: Care Homes for People with Drug and Alcohol Misuse Problems - Informing and Deciding

Strengths

The provider had information about the service which prospective Service Users could access. This highlighted the aims of the service, the support Service Users could access, any rules, charges and details of any therapeutic programmes.

The provider had various health and safety policies and procedures, risk assessments procedures (for the service and Service Users) which were updated on a regular basis. The provider had a complaints policy which highlighted the local Care Commission contact details.

The guidance on the role of medication or other forms of treatment was clear and informative. The provider promoted advocacy, similar agencies and community health initiatives.

Service Users spoke very highly of the service and the support from staff. 'You can come and go as you please - within the rules, which are fair', 'the staff are great, really there for you - always willing to help and they listen to you'.

Service Users spoke of the availability of useful information and the support of local groups and community services.

Recommendations made following the last inspection visit had been actioned by the provider.

Areas for Development

The procedure to inform Service Users about how to access records which are held about them after they have ceased using the service had been enhanced following the last inspection visit. It was noted that Service Users were now informed that their records are only kept for a period of one year, where in fact 10% of the records are kept on file.

National Care Standard Number 3: Care Homes for People with Drug and Alcohol Misuse Problems - Your Environment

Strengths

The accommodation was located within the city centre and was situated over three floors.

The premises were kept clean and hygienic and cleaned on a daily basis. Toilets and bathrooms were accessible, rooms were decorated to a basic level and then personalised by the Service Users. The Service Users said they all had daily tasks to help keep their rooms and communal rooms tidy.

The provider complied with current fire regulations, health and safety regulations and environmental health regulations. Various health and safety records were inspected during the visit. All records were current and up to date. Staff were aware of the procedure to follow if there was a fire and attended regular fire drills and evacuations. Fire drills were appropriately recorded.

The assistant manager and staff were aware of the new Fire Regulations and requirements. Risk assessments were current and up to date for both Service Users and the general service. The provider had adequate policies and procedures for infection control issues.

The provider had appropriate public liability insurance which was examined during the inspection visit.

Service Users had access to a secure storage facility which could be accessed if required or they used their own rooms. Service Users had their own keys.

Smoking was allowed on the premises and guidelines were in place.

Service Users said there was always a choice of activities and that they had a choice to take part in activities where planned. Service Users spoke about their 'Health and Leisure' Group which provided an opportunity for members to meet and socialise in an alcohol free environment. Service Users said the group and the various activities were really good fun and a good opportunity for people to meet up.

Areas for Development

None identified at this inspection.

National Care Standard Number 5: Care Homes for People with Drug and Alcohol Misuse Problems - Support arrangements

Strengths

The Care Commission Officer spoke with three Service Users during the inspection visit. Service Users said they 'felt very supported' by the service and the staff. 'the staff are really good, helpful - always there if you need help'. 'it's fine - I like it here', 'staff get to know you and you get to know them as well'. Personal preferences such as food, drink and any special dietary needs were recorded in the plan of care; this also included social, cultural and spiritual preferences.

Service Users could bring in personal items to personalise their rooms if they wished.

Care plans highlighted medication and health needs; this in turn was monitored by the staff and keyworker, the local General Practitioner and community health team on a regular basis.

Care plans were kept in a secure area and could be accessed by Service Users when they wished. Plans were well documented, evaluated and monitored and actively highlighted Service User participation.

Service Users had an agreement / contract which highlighted arrangements and detailed the service provision.

Although no form of restraint was used, staff were familiar with procedures to follow. Outings and activities were risk assessed and reviewed on a regular basis. Personal risk assessments were also carried out on a regular basis.

Financial records were appropriately recorded and documented.

Areas for Development

The medication reviews could be better highlighted in the review minute document.

National Care Standard Number 9: Care Homes for People with Drug and Alcohol Misuse Problems - Expressing Your Views

Strengths

Service Users said they could freely discuss issues or concerns with staff or their keyworker. Service Users said staff were very supportive and helpful.

The provider displayed information about how to make a complaint and had a policy and procedure to follow if a complaint was made. The local Care Commission address and contact number was displayed on the notice board.

Services Users said they were able to contribute to the care service and often suggested ideas for activities and outings. Service User meetings were held on a regular basis which allowed people to speak about the service.

Service Users spoke positively about the service and staff; 'It's a good place and the staff give you space', 'staff are helpful', 'the meals are good' were the general theme of comments made. Service Users said staff were always available if they 'needed a chat' and 'felt supported'.

Service Users were able to contribute to the inspection process by giving their views on the service during the inspection visit. Their views are highlighted throughout the report.

Previous inspection reports were available.

The provider displayed information of advocacy services and health care services available to Service Users.

Areas for Development

None identified at this inspection.

Enforcement

There was no enforcement action necessary as a result of this inspection visit.

Other Information

The provider had appropriate public liability insurance which was examined during the inspection visit.

Recommendations made following the last inspection had been actioned by the provider.

Requirements**Recommendations**

Recommendation 1.

The provider should further develop and enhance the information given to all Service Users, fully informing them how long their personal details and records are kept for. Service Users should have a choice if they wish personal records to be kept after they cease using the service.

National Care Standards Care Homes for People with Drug and Alcohol Misuse Problems. 1. Informing and Deciding.

Recommendation 2.

Medication reviews could be better highlighted in the care plan review minute.

National Care Standard Care Homes for People with Drug and Alcohol Misuse Problems. 5. Support Arrangements.

Allan Barker

Care Commission Officer