

## Birch House Care Home Service

9-12 Brighton Court  
Brighton Place  
Peterculter  
AB14 0UG

Telephone: 01224 734400

**Type of inspection:**

Unannounced

**Completed on:**

1 October 2018

**Service provided by:**

Sanctuary Care (North) 2 Limited

**Service provider number:**

SP2003002534

**Service no:**

CS2005089202

## About the service

Birch House is a modern purpose-built home situated in a quiet residential area of Peterculter, Aberdeenshire. The service is part of the private organisation, Embrace Group, which provides a range of care services for adults and is now part of the Sanctuary Group.

It is registered as a care home to provide care for up to eight adults with learning disabilities. The service comprises two separate flats with single bedrooms, complete with en suite, lounge and kitchen. The main flat has six bedrooms all with washing facilities and communal bathrooms. There is a lounge/diner and kitchen in the main flat. There is also a communal sensory garden to the back of the home for everyone to enjoy.

The aim at Birch House is to provide a safe and homely atmosphere, ensuring a person-centred approach. Ensuring the residents maintain as much independence as possible through encouraging choice and activity. Supporting residents in maintaining contact with their families and friends.

The service has been registered since March 2005.

## What people told us

Due to the complex nature of the residents' level of ability, we could not get verbal feedback from people who used the service. However, we spent time in their company and observed interactions with staff, and saw that they seemed happy and relaxed. Staff appeared to know them well and we observed appropriate, professional and kindly relationships with people who used the service

Carers include guardians, relatives, friends and advocates. They do not include care staff. During the inspection we did not meet with all relatives, but spoke in person with one relative and were contacted by email from others with comments on the service.

Some comments included:

"The staff provide continuity and it never ceases to amaze me just how his needs are anticipated."

"I am involved in everything."

"I receive copies of reviews and am comfortable in discussions with management and nursing staff."

"My relative is in the best place ever!"

"There have been no issues with staff recognising my guardianship. I delegate certain powers relating to my relative's day-to-day health and welfare to the staff and am confident that they understand when I wish/need to be consulted."

"I am always contacted when there is a medical issue and involved, so far is practical, in any treatment decisions."

"I am involved in all regular reviews of my relative's care. When I have raised a concern it has been acted upon and I get feedback."

"The staff group is excellent and I am confident my relative is receiving a high standard of care and that staff are attuned and responsive to her needs."

## Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development plan as part of this inspection.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

During the inspection we observed positive and responsive interactions between staff and people who use the service and their relatives. Clear information had been recorded within support plans on the level of support required by individual service users. This was easily accessible and personalised, and clearly showed the involvement of relatives, especially where there had been specific issues or relatives lived at a distance. Risks were clearly identified through the risk assessment process and actions put in place to minimise risk. We could see that appropriate referrals had been made or facilitated to other associated health professionals. We could also see that these professionals were kept up to date with individual people who used the service not only for example through attendance at reviews, but also by informal visits to the service. Health issues appeared to be picked up quickly, and referrals to GP made appropriately.

Clear records were kept of reviews which were held at appropriate intervals and all relatives that we spoke with during the inspection were able to confirm that reviews took place and said that they felt very involved in the development of support plans.

We looked at medication processes and the service followed good practice in managing medication. Clear records were kept of medication administered, and this was audited regularly. New staff were given training on the administration where appropriate, and staff were observed for competency.

Staff were encouraged to take on the role of 'champions' in specific areas of care, and this included a nutrition champion as well as champions for foot care, epilepsy, etc. The provider was formalising this with job roles for champions.

Relatives we spoke to during the inspection and who completed Care Standards Questionnaires prior to the inspection confirmed that they felt comfortable raising any issues or concerns with the management staff, and were sure that appropriate action would be taken. They said they were made welcome on every visit, and had confidence in the skills of the staff to support their relatives.

A comprehensive range of quality assurance processes allowed the service to identify not only where the service was performing well but also where actions were required to improve the service. Where this was the case responsible staff were identified along with planned timescales for improvement.

Staff had a planned induction period, and ongoing core training was monitored to ensure that all staff had completed this within appropriate timescales and additional, service user specific training was also provided. Staff confirmed that they had regular staff supervision, and that this was a supportive process. The manager was able to show us the new outcome focussed supervision process 'My performance review' which will encourage staff to work to meet agreed outcomes.

## What the service could do better

We saw records of contact details of Guardians and Power of Attorney this was kept in a separate file and should be referenced in greater detail within support plans.

The service had begun to work on a new self evaluation process which linked to the changes in the inspection framework. This would replace some aspects of the current quality assurance process and would provide a clear picture of how the service felt it could improve outcomes for people who used the service.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

## Inspection and grading history

Date	Type	Gradings
20 Dec 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
18 Jan 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good

Date	Type	Gradings
		Staffing Management and leadership Not assessed Not assessed
29 Jan 2016	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 5 - Very good 5 - Very good
12 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 5 - Very good 5 - Very good
27 Mar 2014	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 3 - Adequate 4 - Good 4 - Good
18 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
22 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
8 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed Not assessed Not assessed
3 Aug 2010	Announced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed Not assessed 4 - Good
16 Mar 2010	Unannounced	Care and support Environment 4 - Good 4 - Good

Date	Type	Gradings	
		Staffing Management and leadership	4 - Good Not assessed
19 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
4 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 4 - Good
24 Sep 2008		Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 4 - Good

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