

# Park Lodge Care Home Service

Kirkton of Skene  
Westhill  
AB32 6XT

Telephone: 01224 746655

**Type of inspection:**

Unannounced

**Completed on:**

17 August 2018

**Service provided by:**

Sanctuary Care (North) 2 Limited

**Service provider number:**

SP2003002534

**Service no:**

CS2005087265

## About the service

Park Lodge is a modern purpose-built home situated in a quiet residential area on the outskirts of Aberdeen. The service is a registered care home, which provides care for up to seven adults with physical and learning disabilities. At the time of this inspection there were seven adults living in the home.

The service comprises single bedrooms with communal lounge, bathrooms and kitchen. There is also a large, picturesque communal garden to the back of the home for everyone to enjoy.

The service aimed to provide a warm and friendly home where people could fulfil their potential.

The service is part of the private organisation, Embrace Group (formerly European Care) and has recently been acquired by Sanctuary Group.

The service has been registered since March 2005.

## What people told us

Due to the complex nature of the residents' level of ability, we were not able to gain verbal feedback from people who used the service. We spent time in the company of residents and found that supported people seemed happy, often smiling and laughing in response to staff.

We spoke with six relatives during this inspection. We also received completed Care Standard Questionnaires returned to us before the inspection. Overall relatives/guardians were very happy with the care provided. They made comments such as

I'm confident in the skills of the staff, they certainly seem to know what they are doing.

I can come any time to visit my relative, and I know I can talk to any of the staff about anything that worries me.

The Manager always makes herself available if there is anything I want to discuss.

There is always a nice atmosphere.

I think the care is of a very good standard.

I am very impressed with the manager, she is always available and willing to discuss any issues I have.

My relative is going on holiday and staff work hard to make this a fun experience.

During the inspection we also spoke with the GP who made regular visits to the service. She had no concerns about the service and was confident in the skills of the staff in managing some complex care 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:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	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. We saw clear information 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, particularly in relation to the most recent service user who had only recently come to live within the service. Risks were clearly identified through the risk assessment process and actions put in place to minimise risk. This meant that staff had clear guidance on how to support people who used the service.

We could see that appropriate referrals had been made or facilitated to other associated health professionals such as speech therapists. A GP from the local GP practice regularly visited the service which meant that any health issues could be closely monitored or developing issues picked up quickly. 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, which meant that people who used the service had the right medication at the right time.

Staff were encouraged to take on the role of 'champions' in specific areas of care, and this included for example a nutrition champion as well as champions for foot care, epilepsy, and so on. Staff were able to describe how this role meant that they could access additional training and development in particular areas, and also pass this knowledge to colleagues, resulting in positive outcomes for service users. The provider was formalising this with job roles for champions.

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 planned induction period, staff spoke positively about their induction and the support provided. 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

Although there was good detail in support plans, and these were in the main outcome focussed, we did see some instances where the focus was more on the process rather than the outcome. We saw a personal planning book in all the files we sampled - the service could make more use of this to be more person centred in the support provided to people who used the service.

We saw records of contact details of Guardians and Power of Attorney however did not always see details of the specific powers granted, and referred the service to the Mental Welfare Commission for Scotland checklist to allow the service to record delegated duties.

We discussed the storage of emergency medication with the manager and clarified that this did not require to be stored as a controlled drug but should be readily accessible for use in an emergency.

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.

We noted at the last inspection that the service should focus on some aspects of exterior maintenance such as the garden area. We saw that this was a pleasant area for people who used the service but the manager agreed that it could be improved and had plans to try to involve local volunteers to assist with this.

## 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 Oct 2017	Unannounced	Care and support Environment Staffing
		5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
24 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good Not assessed
2 Jul 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
27 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
25 Jul 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
31 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
12 Apr 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
4 Apr 2011	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good Not assessed 4 - Good
15 Dec 2010	Unannounced	Care and support Environment Staffing	4 - Good 1 - Unsatisfactory 4 - Good

Date	Type	Gradings
		Management and leadership 1 - Unsatisfactory
6 Jul 2010	Unannounced	Care and support 4 - Good Environment 1 - Unsatisfactory Staffing 4 - Good Management and leadership 1 - Unsatisfactory
9 Jun 2010	Re-grade	Care and support Not assessed Environment 1 - Unsatisfactory Staffing Not assessed Management and leadership 1 - Unsatisfactory
25 Jan 2010	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership 1 - Unsatisfactory
3 Jun 2009	Announced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
3 Mar 2009	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
4 Dec 2008	Announced (short notice)	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good

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