

## Deeside Care Home Care Home Service

Cults Avenue  
Cults  
Aberdeen  
AB15 9RZ

Telephone: 01224 869816

**Type of inspection:**

Unannounced

**Completed on:**

7 October 2019

**Service provided by:**

Deeside Care LLP

**Service provider number:**

SP2013012104

**Service no:**

CS2013318602

## About the service

Deeside Care Home is registered to provide a care service to a maximum of 68 older people. The provider is Deeside Care LLP. The home is situated in the Cults area of Aberdeen and is close to local amenities, including shops, a library and local transport routes. The building is set out over five floors with accommodation for residents on four floors.

The home is spacious and residents have en suite facilities and a range of communal areas.

The aims and objectives of the service are to "provide a high standard of individualised care to all service users..... to be treated with care, dignity and respect, and sensitivity to meet the individual needs and abilities of the service user".

## What people told us

We spoke with twelve service users and six visiting families/friends. We also spent time observing practice in the home and how staff interacted with residents.

People we spoke with expressed satisfaction with the service.

Their comments included:

"Home seems to be run and managed well from what I can see".

"Excellent level of care and support provided".

"Lovely setting".

"Always friendly, helpful and professional in my dealings with them".

"My relative is looked after sensitively and is cared for wonderfully at this home".

"All good".

"Very happy".

"High standards no concerns."

"Everything fine".

"She seems happy - very expensive".

"No issues".

"I know care homes - satisfied with care".

"We are satisfied with the care and support".

"Excellent".

"Very happy".

"Plenty of activities - they attend concerts".

## 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 leadership?	not assessed

How good is our staffing?	not assessed
How good is our setting?	not assessed
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 assessed the service to be performing at a very good level across each of the quality indicators we considered:

- 1.1 People experience compassion, dignity and respect
- 1.2 People get the most out of life
- 1.3 People's health benefits from their care and support

This means that the service demonstrated major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

People experienced care and support from a staff team they described as kind and caring. People told us that they got on very well with their staff team and that they were treated with dignity. This was consistent with our observations during the inspection.

We saw that staff knew residents well and supported them in their preferred ways. We heard many kind and caring interactions along with laughter.

Staff showed genuine interest in the people they supported and wanted to ensure that their needs were being met.

People should be able to have an active life and participate in a range of recreational, social and physical activities every day, both outdoors and indoors if they wished.

The service had recently employed a full-time driver. This enabled people to get out and about more. People told us that they enjoyed being able to get out on the bus and take a drive around familiar places. One person continued to access their local community independently with support measures in place to help keep them safe. Another had been supported to go to the cinema and then meet up with a friend.

People spoke enthusiastically about activities including some enjoying lunch out to a local restaurant, baking, crafts, exercise groups and reminiscence sessions. The service had made positive links with local schools where pupils would visit residents and share things, they enjoyed in common such as music.

Whilst we heard of a wide range of activities which residents commented positively about, the recently appointed wellbeing co-ordinator told us that further work was being progressed to ensure that activities suited individuals needs and wishes. It is important that all staff keep accurate records to help evaluation of activity provision. The management team agreed that this would be taken forward with staff.

Regular health assessments were carried out and where a risk was identified then a specific care plan was followed by staff. This ensured that the correct care and support was provided to people.

We examined a sample of care records and were satisfied that people's health needs were being met.

People should be confident that they receive their medications correctly and on time. We were satisfied that people were getting their medication as intended. Residents told us that staff were good at making sure they received their creams. We discussed some minor areas where improvement could be made.

Residents should expect to choose from a range of healthy meals and snacks and enjoy these in a relaxed atmosphere. We observed mealtimes to be calm and informal. Staff supported people who needed assistance whilst encouraging as much independence as possible.

It was pleasing to see there was a range of snacks, finger foods and cold drinks that people could help themselves to in between meals. This is important for promoting people to be as independent as possible and to promote choice making.

We discussed with the management team that one person had a wound and whilst we were satisfied that this had been treated, a formal wound assessment was not in place. This should be used to help the service monitor progress.

## How good is our leadership?

This key question was not assessed.

## How good is our staff team?

This key question was not assessed.

## How good is our setting?

This key question was not assessed.

## How well is our care and support planned?

**5 - Very Good**

We evaluated the service as performing at a very good level in relation to the key question 'Assessment and care planning reflects people's needs and wishes'.

People should expect their care plans are right for them because they set out how their needs will be met as well as their wishes and choices.

The service gathered relevant information that was available from the person, their family and health agencies (where appropriate) and made visits to meet the person who was to be supported. This was in order to assess that they could meet the person's care and support needs.

We saw that there had been positive steps taken to improve the support plans in place to guide staff about how best to assist people. The service continued to build on the quality and detail contained in the plans. This was important to ensure that staff had detailed guidance to follow about how best to support residents.

Our discussions with staff demonstrated a very good level of understanding of people's individual assessed needs and how best to deliver the support they needed.

There were regular reviews of care at least six monthly where people had the opportunity to review and agree their plan. People told us that they were confident that staff delivered their care in the agreed way and that they could discuss this at any time.

## 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).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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