

Cairnlee House Care Home Service

Cairnlee Road
Bielside
Aberdeen
AB15 9BN

Telephone: 01224 867251

Type of inspection: Unannounced
Inspection completed on: 2 October 2017

Service provided by:
Camphill Rudolf Steiner Schools Limited

Service provider number:
SP2003000021

Care service number:
CS2003000252

About the service

Cairnlee House is located in Bielside, five miles to the west of Aberdeen city centre. Situated in beautiful surroundings it is made up of a number of buildings: Cairnlee House, which is the main house; three smaller houses Kennera, Colm and Finnian; Merrick assembly hall, craft workshops and gardens, which includes a small orchard. Cairnlee provides 12 residential places for young adults aged from 16 to 25 years. There were ten people resident at the time of the inspection. The service is a 'shared lives' one where 'staff' (co-workers) and people who experience care live in the same accommodation. The young people are known as students at Cairnlee House. The main house had recently undergone significant refurbishment with people moving back in to it during the summer of 2017.

Cairnlee House is a Camphill Community and Training Centre. It provides training and education opportunities for young adults with learning disabilities as well as the experience of living together and enjoying life in the community. The aims of the service are to enable vulnerable young adults with learning disabilities to live, learn and work with others in healthy social relationships based on mutual care and respect.

What people told us

We had contact with or spoke to all the people experiencing care during the inspection. People we spoke to indicated they were very happy with the care and support they got from the co-workers/volunteers at Cairnlee House.

Carers include guardians, relatives, friends and advocates. They do not include care staff (co-workers as most staff are known at Cairnlee House). During the inspection, we did not meet with any carers. However, some relatives had helped complete the care standards questionnaires which were returned to us. Relatives had recently completed evaluations for the service and some comments from the evaluations and review minutes also helped us to form our conclusion about the service. Comments from everyone included:

'Cairnlee's rhythm helps me to feel secure.'

'I love my room. The house is beautiful and comfortable. There is so much more room in the kitchen. It is warm when I have a shower now. I went to John Lewis to choose towels, bedding and other things. I do lots of activities. I like trying out all the new things. We went to Harvest Thanksgiving at Simeon House. I am excited about our holiday tomorrow.'

'I loved doing 'Cairnlee's got Talent''.

'I am enjoying learning to cook for myself.'

'We have regular student meetings. We can have our say - we are encouraged to do so. I like our social room. I like movie evenings.'

'The quality of workshops, daily structure is first class and varied.'

'Good sized room with bed, desk and 2 windows.'

'I love Camphill and I love the service and support. It is a fantastic place and I feel safe there. Life is fun at Cairnlee.'

'I am very happy at Cairnlee. I have lots of activities, woodwork, weaving and the garden, metalwork, plays, outings and I still go home for weekends and holidays. I get lots of opportunities to do things I enjoy.'

'I am very happy, I know I am safe and can speak to my parents and lots of different staff if I am worried or scared. The co-workers are very good at looking after and supporting me.'

'The staff are lovely and there is lots of time to talk with them about things that happen. There are lots of planned activities which I love.'

'I love Cairnlee. There was an excellent support for my introduction and move. We are now planning for my future.'

'I am very happy with my care and my main and other key(co) workers. They are all kind to me and support me very well.'

'I love my room. It is very comfortable and has all that I need.'

'The staff are very good at respecting my privacy.'

'Cairnlee staff provide the safest environment for our relative,. They have 1:1 care at all times; this ensures they are fully safe in all aspects of their day and night.'

'We have always been impressed by the environment provided by Camphill. This allows the students the maximum opportunity to live full lives while giving parents/carers complete peace of mind.'

'Focus on outdoor activities and outings. Healthy diet approach. Structured rhythm with positive approach.'

'Our relative is always encouraged to do as much as they can themselves in every aspect of their life.'

'The environment and all-round levels of support are excellent with good observation, identification and intervention where necessary.'

We concluded that people were highly satisfied with the service provided at Cairnlee House.

Self assessment

We did not request a self assessment prior to this inspection. We looked at Cairnlee House's service improvement plan. This showed the areas for improvement including timescales, responsible people and reviews. The service should continue to develop this improvement tool.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The inspection of this service showed that it continued to perform at an excellent standard, for both quality of care and quality of environment.

People expressed very high levels of satisfaction with the quality of the service provided. The co-workers were highly motivated and proud of the successes of the students. It was clear the co-workers consistently and proactively promoted and supported people to be involved in all aspects of life at Cairnlee House.

We saw excellent examples of responding promptly and positively to suggestions such as arranging extra swimming sessions for people. One relative noted: 'The lifestyle is excellent with a healthy mixture of work, stimulating activities and rest is excellent. The Thursday 'adventure' outing is fantastic, providing a physical challenge to the students.'

The rhythm of the service helped support people to know and predict events in a 'now and next' way that contributed to people feeling secure. There was an excellent promotion of physical and meaningful activity. Meaningful activity contributes to an excellent sense of health and wellbeing.

The ethos amongst co-workers was of the peoples' care, support, wellbeing and independence being of the highest importance. A relative noted: 'Being respected has always been an outstanding component of the care and support provided. This is a real strength area, even for individuals that are less able to communicate.'

Support plans were exceptionally individualised, detailed and person led. They enabled staff to support people in a very consistent manner which reflected the excellent practice we observed. Excellent communication helped to ensure people were working together and had a shared understanding of aims and goals for each individual person. People were supported by co-workers to set and achieve their own individual personal goals. We found many examples of excellent achievements including one person who wanted to make white bread independently because bread suppers are a very important part of their daily life. The co-workers enabled the person to independently master this, a huge personal achievement, as a result of their excellent, consistent levels of attention to detail. This immensely contributed to the person's confidence.

Excellent personalised strategies were used to help reduce peoples' feelings of anxiety. We saw a portable symbol timetable used with one person which helped them to feel secure. Another example was the use of a very small dish rather than a medicine pot to help a person see the different medications easily. This helped them to reduce the time spent choosing the order to take their medication and thus reduce their personal anxieties.

The co-workers helped to encourage and enable people to have new, life changing and life challenging experiences. We found these to be exceptionally well organised and thought through, using a risk enablement approach, using resilience, and building on individual's skills and coping mechanisms. The very high ratio of co-workers to people who experienced care helps to ensure care is person led.

The environment was of an excellent standard. The large main house had been through extensive refurbishment including triple glazing, new heating system, a two storey extension, new bathrooms and shower rooms, a new and extended kitchen with dining space as well as changing from dark to light wood and redecoration. People were very much involved in choices for furnishings and fittings. Very careful consideration was given to room allocation to ensure appropriate levels of co-worker support could be given in this co-living environment.

The environment contributed greatly to peoples' sense of good health and wellbeing. Walls were beautifully hand painted in merging pastel colours which gave an excellent sense of calmness and peace. The home was

bright and welcoming. People reported it to be 'uplifting.' We saw that excellent, formalised and methodical maintenance systems were used to ensure the safety of the environment.

A range of different communal spaces as well as individual bedrooms ensured the needs of individuals as well as groups of people could be easily met as well as providing a great degree of flexibility. This included enabling more supervision or greater independence for people. People told us they 'loved' their rooms and the home. It was apparent that great thought had gone into ensuring peoples' environments were thoroughly considered. For example, one person loved lying on their wide bedroom window lounging area, watching the sky and nature all around which we were told 'totally relaxes them'. The service achieved a healthy balance of ensuring people had their individual space in the communal living environment.

Through the life sharing model of care and the excellent environment, the service enabled people to live individual lives with personalised support and achieve their aim of mutual care and support.

What the service could do better

This service was performing at an excellent level. We saw that as a result of the comprehensive, well practiced and detailed quality assurance systems, the service was working towards further strengthening and making further improvement in the quality of all aspects of the service provided. For example, the registered managers were aware of the need to continue to support and promote the co-workers to make objective recordings in the daily reports. One relative noted: '[The service is] excellent at building on strengths.'

The kitchen is very spacious with a new seating area and doors at each end of it. We observed a couple of people using the kitchen as a thoroughfare during meal preparation. People should continue to be mindful not to use the kitchen as a thoroughfare and therefore ensure the highest standards of food hygiene at all times. Also, although dry foods were stored properly and used up very quickly, the opening and use by dates should be recorded on the containers. The service awaits a visit from the environmental health team. We will monitor the kitchen practice and dry foods storage at future inspections.

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.

Inspection and grading history

Date	Type	Gradings
19 Aug 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
22 Jul 2015	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
27 Aug 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
23 Aug 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
29 Aug 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
13 Jan 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
17 Sep 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
10 Feb 2010	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
11 Sep 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
31 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
2 Dec 2008		Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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