

# Cairnlee House Care Home Service

Cairnlee Road  
Bielside  
Aberdeen  
AB15 9BN

Telephone: 01224 867251

Type of inspection: Unannounced  
Inspection completed on: 19 August 2016

**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 from Aberdeen. Situated in beautiful surroundings and comprising of 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. It provides 12 residential places for young adults aged from 16 to 25 years.

Currently Cairnlee House is undergoing refurbishment and extension. Students and co-workers who normally live in Cairnlee House have moved to the old Simeon House care home situated adjacent to the property until the alterations to Cairnlee are completed in 2017. The service notified us of the building works and variation requests prior to work beginning.

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.

The service has been registered since 1 April 2002.

## What people told us

We had contact with or spoke to nine students during the inspection. Students we spoke to indicated they were happy or very happy with the care and support they got from the co-workers/volunteers at Cairnlee.

Some comments included:

"I like living in Colm."

"My room is fine, it's mine and I like it."

"I like when staff talk with me."

"XX has no problem sharing his concerns or making his feelings known."

"I like when staff ask if they can come in."

"I always talk to someone when I am unhappy."

"I am very happy with the service here."

"XX has been actively encouraged to say how he feels."

"XX is supported by staff to express his wishes/feelings."

Carers include guardians, relatives, friends and advocates. They do not include care staff. At the time of the inspection, we did not meet with relatives as they helped complete the care standards questionnaires which were returned to us.

Parents had recently completed evaluations for the service and we noted some comments as follows:

"Cairnlee is excellent."

"Our son is sensitively supported in his placement at Cairnlee. We feel very fortunate that he is part of such a nurturing environment. He is very much encouraged to develop his independent living skills and given the time and space to grow in confidence as he makes the transition into adulthood."

"Cairnlee House continues to be a very positive, nurturing environment for my son. The commitment shown by all is outstanding."

## Self assessment

The Care Inspectorate received a fully completed self-assessment document from the provider. This is a form that asks the provider to give some key information about the service, what the service does well and improvements they plan to make.

We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under. We also reviewed information we had received from the provider since our previous inspection.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	6 - Excellent
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	6 - Excellent
<b>Quality of management and leadership</b>	not assessed

## What the service does well

The management team was able to demonstrate continued excellent performance for the quality of care and staffing. They had developed a full and inclusive way of working together in order to meet the health and wellbeing needs of the students. The co-workers and volunteers were well-trained and motivated in their role within the service.

Students, families/carers and other professionals were asked their opinions about improving the service (please see 'What people told us'). There had been a lot of consultation with students and families around the temporary move to Simeon House to allow for the building works at Cairnlee.

A mix of co-workers and volunteers within a communal living setting supported students to learn and develop. Outcomes were detailed in support plans with input from the students about the life skills they needed to develop to live in the wider community.

Health and safety checks were completed regularly and accidents and incidents were recorded and looked at by the management team. Any risk assessments or communication needs were identified and detailed in support plans.

Support plans were reviewed at least every six months or more often if needed. Good communication with families via one-to-one visits, email, telephone or letter was evident. Safe medication procedures were in place, which included audits and training for staff, including emergency medication.

There were detailed activity plans in place for each student. This allowed students the opportunity to participate in meaningful activities both on and off campus. Some of the activities included:

- pottery
- weaving
- baking
- woodworking
- art
- gardening
- day trips in the wider community.

Staff said they were well-trained and supported. When we looked at records we saw that staff had received induction training within their first week which included behavioural support, epilepsy, first aid and adult support and protection to name a few. Supervision for co-workers and volunteers was taking place in one-to-one or group sessions at least monthly.

Some students had moved on recently and these moves had been well planned, with involvement from family members and professionals to make the experience easier. New students had been identified to move in and information about the service had been made available and visits were being planned.

## What the service could do better

We shared information with the management team about 'Caring for Smiles' training and continence training, which is available for care staff. We discussed this with the manager during feedback who said she would see if anything could be arranged for co-workers and volunteers.

The management team had not progressed with their development of 'Ways to Quality' for the service. This had not affected the quality of the service being delivered to students but we think the management team would find it beneficial for the continued monitoring of service delivery.

## 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
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

Date	Type	Gradings	
		Environment Staffing Management and leadership	5 - Very good Not assessed 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

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.