

Summerhill Home Care Home Service

Summerhill Road
Aberdeen
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Telephone: 01224 319531

Type of inspection:

Unannounced

Completed on:

25 April 2019

Service provided by:

The Trustees Of Summerhill Home

Service provider number:

SP2003000025

Service no:

CS2003000259

About the service

Summerhill Home is a Christian ethos care home service situated in the West End area of Aberdeen, providing residential care and support for a maximum of 23 older people. The service provides an atmosphere where spiritual interests are maintained.

Summerhill Home says in its mission statement that it aims "to provide a safe, secure, and caring home environment conducive to the care of the elderly Christians requiring residential care". The service's main aim is to promote the best quality of life for each resident. It also aims to provide a homely and secure environment where individuals are offered maximum choice with all aspects of daily life.

The service employs a team of care, domestic, and catering staff with varying degrees of skills, expertise, and qualifications.

This service has been registered since 1 April 2002.

What people told us

Views from residents and their families greatly informed this inspection. We sent 10 Care Standards Questionnaires (CSQs) to the manager for random distribution to residents, as well as 10 for families and 10 for staff. We received four completed CSQs back from residents, seven from families, and seven from staff. Everyone indicated that, overall, they were 'very happy' with the quality of care they received at Summerhill Home.

We spoke with 15 residents, two relatives, and one visiting professional, both formally and informally during our inspection. We observed staff practice with people who could not tell us about their experience. We also gained views from the residents' reviews of care.

Comments from people included:

- "An excellent home that really cares about my mother. The staff always have time for a 'wee chat' with my mother. I am delighted with the quality of Summerhill Home."
- "Summerhill Home has a community feel. The church involvement gives continuity and provides a great sense of peace."
- "They're very good to us here. Very quick to answer the buzzer. I have no fault with any of them. They always listen to us."
- "My father has been in Summerhill Home for the last few years and we have never had to question or complain about his care or treatment. Staff are exceptional. They are kind and caring, but firm when required but always in a gentle way."
- "If I had to go into a care home, Summerhill would be the one I would prefer."
- "The home has a Christian ethos which is very important to both my parents. There are optional Sunday services each week."
- "Both [my parents] enjoy the contact with the staff, residents, and visitors."

- "Staff at the home interact with the residents and play memory games, simple chair exercises, and encourage all to participate, even visitors if they wish to."

- "All aspects of Summerhill Home are excellent. My mum is so happy there. There's lots of activities and services to keep residents occupied. All staff members are helpful and have very good skills in caring for the residents. There is not a high turnover. I get involved in all aspects of mum's care and receive monthly summaries of her care from her key worker. It is a lovely place to grow old gracefully and be well cared for. I would recommend the home."

- "The quality of care my mother receives is of the very highest order. The carers are exceptional - patient, loving, caring, perceptive. I cannot praise them enough. Mum can be a most cooperative, affectionate, and loving person but like many dementia sufferers she can be challenging. When she is, the carers are wonderful."

We concluded that people were very happy with the overall quality of care provided at Summerhill Home.

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 evaluated the service as performing at a very good level in relation to this key question. This means that the service demonstrates 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.

Everyone was well respected by staff who always acknowledged people (residents, visitors, and other staff) and addressed residents by their names. These values are important because people who experience care have the right to be treated with dignity, respect, and compassion and have confidence in the people who provide their care and support.

People we spoke with expressed a high level of satisfaction with the quality of the care provided. Staff spoke to people with lightness and kindness. This is important because it helped to reduce the stress one person was experiencing, as well as respecting individuals' dignity.

People told us they felt the service is "top notch". Residents had confidence in the staff's abilities to care for them. We saw people being cared for with genuine kindness by all staff in the home. A real strength of the service is that a good core group of the staff have been in post for a number of years. This means that staff can really get to know residents' and family needs and preferences. Whilst staff were kept very busy, we saw that they took a relaxed and unhurried approach with each resident.

Residents' health and wellbeing needs were being well supported. A wide range of the multi-disciplinary team were involved in the service. We observed staff to be very proactive, as well as very responsive to changing healthcare needs of residents, no matter how small. One visiting professional told us: "There is always the most compassionate care. The staff are so loving to the clients. They provide very dignified care. They always follow our care plans. Our communications are always excellent. It's reassuring there is such caring, compassionate care".

Residents' health and wellbeing was supported by a wide range of activities, including physical activities which help with people's all round physical, social, and psychological wellbeing. Some more games and activities suggested by residents had been purchased and enjoyed by the residents. The service is looking to further improve the garden facilities, including providing better signage to it so that more people can enjoy the outdoors more regularly.

The staff, in consultation with the residents, bought a range of crockery for residents to use to further improve their mealtime experience. There is a lot of work planned in the home to make it easier for people to move around, including having a lift built at the current ramped area. The management are looking to get more signage to improve finding your way about the home. Having visible toilet signs helps promote good continence.

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 this key question. This means that the service demonstrates 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.

There was strong teamworking at Summerhill Home. Both staff and management appeared to know the needs, likes, and preferences of residents and their families. We found that there were very good, personalised care plans in place for each person. The care plans reflected people's interests and needs. There was very good use of the multi-disciplinary team in planning residents' care. We saw that residents or their representatives were involved in regularly reviewing and updating the care plans. This helps people to be fully involved with how their care needs are met.

The management were looking to ensure more clarity in the personal outcomes in the plans and recordings. We could clearly see staff knew residents very well, but some further clarity in some information could be provided. For example, dates should be provided to provide clarity on when a document was written. It means that timescales can be shown for changes in people's conditions. The management was aware that some of the photographic inventories needed to be improved to ensure the item was clearly identifiable, such as being in focus and colour print.

We saw that good plans were in place and followed to support people who may become distressed. Because staff knew residents very well, they could help prevent people from becoming distressed by knowing and helping people avoid any likely triggers. We saw staff affectionately support a person with doll therapy to great effect. The resident was clearly happy with holding and speaking gently to the doll.

All of this demonstrates that residents' personal plans were right for them. They set out how the residents' needs will be met, as well as their wishes and choices.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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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