

# Inspection report

## Newton Dee Community Housing Support Service

Newton Dee Office  
Bielside  
Aberdeen AB15 9DX

**Inspected by:** Linda Murray  
**(Care Commission Officer)**

**Type of inspection:** Announced

**Inspection completed on:** 5 December 2007

**Service Number**

CS2004068654

**Service name**

Newton Dee Community

**Service address**Newton Dee Office  
Bielside  
Aberdeen AB15 9DX**Provider Number**

SP2004006414

**Provider Name**

Camphill Village Trust

**Inspected By**Linda Murray  
Care Commission Officer**Inspection Type**

Announced

**Inspection Completed**

5 December 2007

**Period since last inspection**

12 months

**Local Office Address**Johnstone House  
Rose Street  
Aberdeen  
AB10 1UD

## **Introduction**

Newton Dee Community is one of 11 centres of the Camphill Village Trust and is located on the Western side of the city of Aberdeen. It has been registered with the Care Commission since June 2004 to provide a combined Housing Support and Care at Home Care Service.

The Community provides a sheltered environment for residents while integrating into the cultural, social and economic life of the immediate surroundings and wider community. Newton Dee aims to provide home life, fulfilling work, opportunities for personal growth, friendship, social interaction, education, training and cultural and spiritual inspiration for adults with learning disabilities.

The central principle is a shared community life, based on Christian Ideals and the work of philosopher Rudolf Steiner.

The basis of life at Newton Dee is a belief that despite any form of disability, each person is deserving of the same respect, considerations and opportunities as everyone else. They aim to ensure that everyone at Newton Dee is valued for their contribution to the life of the Community.

At the time of inspection the Community was providing support to 83 people.

## **Basis of Report**

Before the Inspection

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission.

The Self-Evaluation Form

The service submitted a very detailed and comprehensive self-evaluation form as requested by the Care Commission.

Views of service users

23 out of 25 service user/carer/representative questionnaires sent by the Care Commission were returned. The Care Commission Officer spoke with a wide variety of service users both formally and informally, individually and in small as well as large groups. The Care Commission Officer was delighted to have been invited and share meals in three homes during the inspection. She was also pleased to have participated in the Newton Dee meeting attended by approximately 75 people. Service Users' views are considered throughout this report.

Regulation Support Assessment

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was then based upon the relevant

inspection focus area(s) and follow up on any recommendations and requirements from previous inspections, complaints or other regulatory activity.

During the inspection process

Staff at inspection

This inspection was conducted by one Care Commission Officer, Linda Murray.

Evidence

Evidence was gathered from a number of sources including the following:

A review of a range of policies, procedures, records and other documentation, including:

- x service user's personal plans
- x policy and procedures folder
- x publications
- x training records
- x complaints records
- x accident records
- x risk assessments
- x meeting minutes
- x personnel records.

Time was spent in discussion with service users as noted above. Time was also spent with a wide variety of 'staff' (co-workers, short and long term as well as senior) in both formal and informal discussion, individually and in groups.

Observation of staff practice was undertaken.

Feedback was given to the Management group at the end of the inspection. Thanks are extended to the service users and staff for their time and excellent hospitality throughout the inspection.

Inspection Focus Areas and associated National Care Standards for 2007/08

Focus areas for this inspection were protecting people, Quality Assurance, SSSC codes and staff training.

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw).

#### **Action taken on requirements in last Inspection Report**

No requirements were made during the last inspection.

### **Comments on Self-Evaluation**

A very good, highly detailed and comprehensive self evaluation was submitted by the service prior to the inspection.

### **View of Service Users**

Of the 23 service user questionnaires returned, 16 indicated they were very happy and 7 happy with the overall service provision.

Positive comments were made on the forms which included the following:

"Homely and Welcoming"

"Staff are caring and considerate and are always available to talk"

"Very approachable staff"

" A safe environment"

"The service is excellent. I really appreciate."

"I have a very busy life here. I am very happy to live here."

"I like the concerts and plays in Newton Dee."

"I have friends in Newton Dee. I like living here."

### **View of Carers**

See comments made under views of service users.

## **Regulations / Principles**

### **National Care Standards**

#### **National Care Standard Number 4: Care at Home - Management and Staffing**

##### **Strengths**

This standard was considered in respect of the inspection focus area of protecting people only. This included child protection, adult protection, restraint, professional codes of practice and staff training.

Children visited or stayed at the service. Staff had a good understanding of their roles in relation to the protection of both adults and children. Service users and staff were aware of the roles and responsibilities of the 'Welfare Group' and were very confident issues would be appropriately addressed whenever necessary.

Staff advised that no physical restraint would be used. Risk assessments were in place and regularly reviewed. Staff received appropriate training in challenging behaviour and dealing with violence and aggression.

Staff received regular supervision and these sessions routinely included discussion about professional development. Regular household and Mandate Group meetings were held both formally and informally. Sponsors and co-workers met regularly to evaluate practice and to identify any training needs as well as discussing general welfare needs.

Policies and procedures for the service were all easily accessed and disseminated to the households.

A training programme which covered core training needs and additional practice development issues was in place. Staff felt well supported by the available training. An SVQ and BA in Curative Education programme was in place. The management group and individual staff were aware of the Scottish Social Service Council's requirement for the staff team to obtain relevant qualifications for their post and relevant staff to register with them.

##### **Areas for Development**

Local inter-agency child protection guidelines were obtained by the service and the management group agreed to ensure the child protection policy was in line with these local guidelines. This will be followed up at the next inspection.

The service had copies of the best practice guidance issued by the Mental Welfare Commission in relation to Restraint (Rights, Risks and Limits to Freedom). The management group agreed to ensure the restraint policy was reviewed to ensure best practice was being promoted. This will be followed up at the next inspection.

The service was looking to redesign the Risk Assessment Proforma to a more efficient design. This will be followed up at the next inspection.

#### **National Care Standard Number 11: Care at Home - Expressing Your Views**

## **Strengths**

The service had an excellent Quality Assurance System in place which reflected the aims of the service.

Service users were integral to the life of the village, as per the aims of the service.

Staff had received, or planned to receive, two 5-day courses in 'Ways to Quality' training and this learning was regularly shared with the whole of the community at the monthly Newton Dee meeting.

House, neighbourhood, village wide, responsibility group, mandate group and ad hoc meetings took place very regularly. External members of the public were included in the local management committees (welfare, finance, reception, building, production, land and mandate groups.)

Families were regular visitors to the village. Review minutes examined evidenced that families and other representatives were reminded of the complaints' procedure. Examination of documentation evidenced very good follow up was taken in relation to a concern raised. Reviews of Service Users' needs took place appropriately.

## **Areas for Development**

The service was acutely aware of the need to ensure service users are continued to be enabled to communicate their views on all aspects of their lives.

**Enforcement**

There has been no enforcement action against this service since the last inspection.

**Other Information**

No recommendations were made during the last inspection.

**Requirements**

No requirements were made during this inspection.

**Recommendations**

No recommendations were made during this inspection.

**Linda Murray**

**Care Commission Officer**