

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: 9 January 2009

Service Number

CS2004068654

Service name

Newton Dee Community

Service addressNewton Dee Office
Bielside
Aberdeen AB15 9DX**Provider Number**

SP2004006414

Provider Name

Camphill Village Trust

Inspected ByLinda Murray
Care Commission Officer**Inspection Type**

Announced

Inspection Completed

9 January 2009

Period since last inspection

13 months

Local Office AddressJohnstone 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 people 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 could provide support to 83 people.

Based on the findings of this inspection the service has been awarded the following grades:

Quality of Care and Support - 6 - Excellent

Quality of Staffing - 5 - Very Good

Quality of Management and Leadership - 6 - Excellent

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

Before the Inspection

The Annual Return

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

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission.

Views of service users

The Care Commission sent 40 questionnaires to the service for random distribution to people who use the service and/or their families/representatives. 30 were returned. The Care Commission Officer spoke with 25 people who used the service (villagers) during both days of the inspection visit, formally and informally, individually and in small as well as large groups. Views of these people are incorporated throughout this report. The Care Commission Officer was privileged to have been invited to three homes of people who use the service (and other householders) and share 3 meals with them. Thanks are extended for this very kind hospitality.

Regulation Support Assessment

The inspection plan for this service was decided 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. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection

The inspection visit was undertaken by one Care Commission Officer, Linda Murray, from 9am to 8.30pm on 8 January 2009 and 9am and 4.30pm on 9 January 2009.

Evidence

During the inspection visit time was spent in discussion formally and informally with approximately 20 householders/co-workers (staff) and 25 villagers (people who use the service) both individually and in small groups.

40 questionnaires were sent for random distribution to householders/co-workers. 30 were returned. Views of these people are incorporated throughout the report.

Records examined during the inspection were:

Personal support plans

Diary sheets

Complaints records

Accident records

Incident records

Risk Assessments

Newton Dee meeting minutes

Assessment meeting minutes

Training records

Policies and Procedures

Newsletters

Camphill Village Trust Annual Review.

Four members of the Christmas Conference group fed back to the Care Commission Officer about their experiences of their participation and the organisation of the group.

Feedback was given to members of the Management Group and a Contracts Compliance Officer from Aberdeen City Council at the end of the inspection. Thanks are extended to all at the service for their time and excellent hospitality throughout the inspection.

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

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

Action taken on requirements since last Inspection

No requirements were made during the previous inspection.

Comments on Self Assessment

An extremely well completed and fully comprehensive self assessment was submitted to the Care Commission timeously. This was completed by the service following full consultation with people who use the service and those who provided support. This is excellent practice. The service had identified many areas of strength and also areas for development. The service is commended for the quality of the self assessment.

View of Service Users

The Care Commission Officer spoke with 25 people who used the service (villagers) during both days of the inspection visit, formally and informally, individually and in small as well as large groups. Views of these people are incorporated throughout this report.

Of the 30 service user questionnaires returned, 18 indicated they were very satisfied and 10 satisfied with the overall service provision. Two people indicated they were very unhappy with the overall service provision but these answers to this question of how happy they were with the overall service provision were in contradiction to the answers given throughout both the questionnaires, which were very positive.

Some of the comments included in the questionnaires were:

'I Love being here, I get plenty of freedom and have plenty of friends'

'I like Newton Dee'

'I have a nice housemother'

'It's a nice place to live'

'General cooperation between staff and service users is excellent'

'Life in Newton Dee works out better for me than it was in the 90's and 80's'.

View of Carers

No family members or other representatives were spoken with during this inspection. Some of the service user questionnaires were forwarded by the service to family members. Please also see comments above for 'Views of Service Users'.

Comments included in questionnaires included:

'My son is very happy and well cared for and I am delighted that he has people looking after him who are interested in his well being'

'We have never had to complain as the service is excellent'

'We feel very lucky to have found such a good place for our son'

'All residents appear very happy when we visit'.

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 6 - Excellent

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

There was evidence to demonstrate that the service performed to an excellent standard to ensure service users and carers participated in assessing and improving the quality of care and support provided by the service.

An appropriate participation strategy was in place and was integral to day to day life in Newton Dee which was an 'inclusive community'. This was evident throughout the inspection. Householders and co-workers ensured participation was incorporated to all aspects of daily life. Villagers were encouraged to participate fully to their abilities in the service reviews, their personal support plans and risk assessments. A wide variety of ongoing methods, suited to the individual and group needs of the villagers were used to ensure they participated in assessing and improving the quality of the care. A service evaluation workshop was held with an open invitation to assess the service provision according to the Care Commission's quality themes and statements.

All who lived at Newton Dee were involved together to assess the service. The service users had been informed in advance by the service about the inspection visit and had been encouraged to participate. Appropriate participation by family members and independent advocates was also evident through discussion with all the people in the community as well as examination of documentation.

Co-workers spoke consistently about picking up on non-verbal clues from people who did not communicate verbally to the same extent as others as a means to assess the quality of care provision on a day to day basis. They also spoke about a variety of more or less formal settings where views could be obtained such as in a planned review meeting, whilst undertaking a household task or sharing a holiday.

Regular monthly Newton Dee Village meetings took place and all individuals who lived in the village were invited to attend. An excellent range of agenda items including review of overall service provision were discussed and followed through. Households shared time together, especially at meal times, where any topic could be discussed and reviewed. Villagers advised they could speak privately to people of their choice. Smaller neighbourhoods within the village met to discuss or share their issues or achievements.

Excellent participation in all aspects of service provision was observed.

Areas for Development

Newton Dee had identified that it intended to ensure the formal methods of involving all the Community remained meaningful and at a level and pace suited to all the participants whilst ensuring the views of those not present remained represented.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 2: We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential

Service Strengths

There was evidence to demonstrate that the service performed to an excellent standard to ensure service users were enabled to make individual choices and supported to achieve their potential.

It was evident following observation of practice and discussion with individuals that there was a strong ethos of co-workers encouraging and supporting villagers to maintain or increase their independence according to their individual needs and wishes. Details of individual preferences and needs were found on examination of the individualised personal support plans. Villagers participated in compiling and reviewing the support plans on a regular basis. They advised they were fully involved in all aspects of assessments of risk and that these were reviewed with them very regularly. Some villagers advised they wrote their own review report and documentation examined confirmed these were highly individualised.

The environment was a shared living one. This was found to provide excellent support arrangements for villagers. The villagers advised that there was always people around to support them, should they need or want this. Villagers and co-workers advised, and the Care Commission Officer observed that villagers could choose to participate as much or as little as they wished.

A wide variety of living options (small individual-person flats, small houses to larger houses) was available to ensure the type of household suited all those living in them. Villagers were fully involved to their individual abilities and choices in choosing their decor, furnishings, activities, leisure, recreation and spiritual wishes. Villagers chose to undertake activities both in the village of Newton Dee as well as the wider community of Aberdeen City and its surrounds.

The complaint procedure was known to villagers and review minutes evidenced that villagers were reminded of this procedure on at least an annual basis. Villagers advised that any concerns were always promptly dealt with and to their satisfaction.

The Care Commission Officer observed on the day of the inspection visit that all individuals were respected and had a strong sense of their individuality. All the villagers spoken with were very satisfied with all aspects of choices available to them.

Areas for Development

Newton Dee had recognised that the personal plans could provide further detail. Work was

near completion to provide a more detailed format which would satisfy the needs of the Supporting People recording needs.

The service should continue to ensure that the villagers are enabled to make individual choices and supported to achieve their potential.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading:

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

Evidence detailed in quality statement 1.1 is also relevant to this statement.

There was very good practice which ensured that service users and carers participated in assessing and improving the quality of the staffing in the service.

Villagers were encouraged to make comment regarding co-workers when they reviewed their care on a monthly basis. Welfare group (responsible for the welfare of the villagers) meeting minutes evidenced that issues brought to the attention of the welfare group concerning co-workers were appropriately investigated and resolved to the satisfaction of the villagers.

The 'reception group' was responsible for the recruiting of the co-workers and informed the village when candidates were to visit via a variety of the regularly held meetings which were minuted and circulated to all the houses. Individuals were supported to be made aware of the minutes according to their abilities and wishes.

Villagers advised they met with potential new co-workers whenever possible and the management group (responsible for the overall management of the village) advised that comments were sought following these visit. Villagers advised they were formally involved and encouraged to participate in the recruitment of new householders (long term co-workers who essentially co-ordinated the house).

Areas for Development

The service identified that they wished to resume the practice of having service users represented on the reception group responsible for the recruitment of co-workers as they had done in previous years. Formal action had been started to put this into practice by the end of the inspection visit. Progress will be followed up at the next inspection.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We ensure that everyone working in the service has an ethos of respect towards service users and each other.

Service Strengths

The evidence examined during the inspection visit demonstrated that everyone working in the service had an excellent ethos of respect towards service users and each other.

Villagers described co-workers as being able to listen and offer excellent support. Service user questionnaires described staff as polite and courteous. Relatives in their questionnaires also indicated this. As noted at the beginning of this report, one parent advised that they were delighted that their son had people looking after him who were interested in his well being.

Everyone spoken with consistently described the excellent ethos of mutual respect and one where individuals were encouraged to remember times when people excelled.

Co-workers were aware of the National Care Standards and the Codes of Practice for Social Service Workers and of their obligation to report unprofessional conduct. Co-workers spoke of very regular support sessions with peers and more senior members of the community, with confidence that issues regarding respect would be appropriately addressed. New co-workers were encouraged to meet weekly and share their experiences as well as offer support to each other. The shortest time co-workers tended to live in the village was a year and this enabled all parties to gain an excellent respect for each other. Some co-workers and villagers had enjoyed the village life for well in excess of 30 years.

Comments from householders/co-workers in questionnaires sent included the following:

'I am proud of being part of this community. I like the way we live and work together'
'Newton Dee is a lovely place to live. Our service users benefit a lot of how we live and so do I. I see we all try our best to live in a harmonious, understanding and supportive way together'
'Lifesharing makes the work more profitable and satisfying on a human level'
'The communal support to do the work well through feedback, support groups and personal interest is as equally important as the knowledge and access to/of policies and procedures'.

Observation of practice throughout the inspection visit demonstrated an excellent ethos of respect towards each other.

Areas for Development

The service was continuing to access support and supervision courses for staff for the co-workers and employed staff who had not attended them.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 6 - Excellent

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

Evidence detailed in quality statement 1.1 and 3.1 is also relevant to this statement.

The service was found to be performing to an excellent standard in ensuring service users and carers participated in assessing and improving the quality of management and leadership of the service.

A villager described the very helpful support they had been given by co-workers to enable them to chair independently the Newton Dee Monthly meetings. One villager advised that they represented other villagers on the local management committee. Co-workers were acutely aware of not encouraging over-stretching of individuals' participation in the variety of management groups.

A small group of villagers enthusiastically described to the Care Commission Officer their participation at the recent Christmas Conference which explored the wishes and thoughts of all the community.

The whole village was involved or represented in the ongoing development of the new Community Centre including its design and location.

The service had attempted to organise a family conference in the recent past but few were able to attend so it was cancelled.

The management group was aware of the need to report certain events to the Care Commission and the Scottish Social Services Council. Appropriate notifications had been made.

The service was providing an excellent standard in ensuring service users and carers participated in assessing and improving the quality of management and leadership of the service.

Areas for Development

The service identified that it wished to further strengthen the 'newer' co-workers participation in the leadership of the community by encouraging them to join in the working groups (such as the previously mentioned reception, management and welfare groups).

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 2: We involve our workforce in determining the direction and future objectives of the service.

Service Strengths

The service evidenced that they had excellent systems in place to involve the workforce in determining the future objectives of the service.

All co-workers were given the opportunity to be involved in assessing the service provision. Through discussion with co-workers and examination of meeting minutes it was evident that many meetings were held during which all were encouraged to participate. Information sharing and discussion took place at the various meetings. Co-workers spoke positively of the high motivation of each other in further developing the service to the benefit of the service users and co-workers alike.

Training plans were in place and were seen to be reviewed regularly with the individuals. Roles and responsibilities reflected their knowledge and skills. All were clearly familiar with the aims and ethos of the service.

Co-workers described very good use being made of communications to ensure information was passed on effectively amongst the village. Examination of the documentation evidenced excellent systems in place. Journals and publications were observed to be readily available for everyone to have access to.

Co-workers described regular support and supervision sessions that took place and felt that issues for discussions did not need to wait for these events as they could approach the mentor at any time if felt necessary. Co-workers expressed an excellent team working ethos where a great deal of job satisfaction was received and where they continued to learn and improve all the time. Co-workers were clearly aware of the regulatory function and participated very well in the inspection visit.

Comments from co-workers in questionnaires sent included the following:

'I feel very well supported by Camphill Village Trust and colleagues. Admin is thorough and wholly inclusive. Service Users have well rounded life experiences'

'I feel well supported by the community'

'The BACE (Batchelor of Arts in Curative Education) has been an immensely valid opportunity of personal and professional development which has enabled me to provide better, more informed, quality care for service users'

'I have always thought service users receive very good support from a physical, emotional and spiritual point of view'.

Areas for Development

At the time of the inspection visit, individual houses chose whether or not to subscribe to social work journals and none were subscribed to by the villages' central library. The service planned to investigate a range of publications to subscribe to which would be available in the library.

CCO Grading

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

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

Other Information

No recommendations had been made at the previous inspection. Areas for development identified at the previous inspection were evidenced to have been undertaken.

Requirements

No requirements were made during this inspection.

Recommendations

No recommendations were made during this inspection.

Linda Murray
Care Commission Officer