

Care service inspection report

Validation inspection

Moncreiffe Nursing Home Care Home Service

Main Street
Bridge of Earn
Perth

Service provided by: Bryden Foods (Perth) Limited

Service provider number: SP2003002497

Care service number: CS2003009763

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and 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.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

1 About the service we inspected

Moncreiffe Nursing Home is situated in the Perthshire village of Bridge of Earn. Moncreiffe is a private care home and is registered to provide a care service to a maximum of 34 older people with both low and high dependency and people living with dementia. The service is also suitable for palliative care where required.

The home states within their current development plan that where possible, they will maintain and improve their reputation to provide comfort and care in beautiful surroundings.

The home is a mix of traditional and purpose built rooms over two storeys with a lift to access the top floor. All rooms have en-suite facilities with the exception of one single room. The home has pleasant secure gardens which are accessible for wheelchairs.

2 What we did during the inspection

We wrote this report following an unannounced validation inspection. This was carried out by one inspector and an inspection volunteer. It took place on 8 June 2016 between 09:00 and 16:00 and 15 June 2016 between 11:45 and 14:30. Feedback was given to the manager, the owner and the company secretary at the end of the inspection on 15 June 2016.

An inspection volunteer supported the inspection process. An inspection volunteer is a member of the public who volunteers to work alongside the Care Inspectorate inspectors during the inspection process. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who uses or has used services. Their role is to speak with people using the service (and potentially their family carers, friends or representatives) being inspected and gather their views. In addition, where the inspection volunteer makes their own observations from their perspective as a recipient or a carer, these may also be recorded.

As part of the inspection we took account of the completed annual return and self-assessment forms that we asked the provider to complete and submit to us.

We sent out ten care standards questionnaires (CSQ's) to the manager to distribute to people who use the service. We received one completed questionnaire before the inspection. We asked the manager to send ten questionnaires to relatives and carers and we received six completed questionnaires. The manager also sent five questionnaires to staff and we received two completed questionnaires. Comments received are included in this report.

During the inspection we spoke with residents and visitors to find out their views about the care and support provided. We spent time observing how staff supported and interacted with residents.

We also spoke with the manager, registered nurses and carers.

Documents sampled included:

- Registration certificate
- Staffing schedule
- Minutes of a range of meetings
- stakeholder surveys
- newsletters
- Complaint policy and records
- Accident and incident records
- care plans
- staff files
- Recruitment information
- training and development information
- supervision records
- Records of quality audits including management audits of medication records and care plans
- policies and procedures including adult protection, supervision and complaints

3 Conclusion

We concluded that the service continued to provide a very good service to the residents living there. We decided this following discussions with residents, relatives, staff and the management team. We also checked care documentation to ensure that the planned care was being provided properly.

The manager and staff demonstrated a high level of commitment to making this a comfortable, friendly and welcoming home.

This validation inspection reaffirmed the previous very good performance of this service, which was identified through a full graded inspection.

4 Quality of care and support

Findings from the inspection

Findings from this validation inspection evidenced that the service continued to demonstrate a very good performance in relation to this statement with areas of excellent practice in respect of care and support of the people who used the service.

We concluded this after we spoke with service users, relatives and visitors, observed staff's practice and examined a range of relevant documentation.

We found evidence that the service regularly consulted with people who used the service on a range of issues such as events, activities and menu planning. This was done through resident and relative meetings, a suggestion box and surveys. We reviewed the service users responses gained through the care standard questionnaires and found them to be very positive.

Comments included:

"this is a friendly helpful place."

"being here helps old age to be more tolerable."

Care plans provided clear information about the support needs of residents and how any assessed risks would be managed. There was good evidence of regular input from health and social work professionals including dieticians, optician and dental services. Reviews were carried out regularly with the involvement of the local social work team. We did highlight to the manager that where monthly updates to the care plan were required by the service, these should be carried out within the identified timescale.

We found that staff were proactive in arranging activities which met the social and recreational needs of the residents. This included excellent links with the local community. One example was that children from the local primary school often visited the home to join in with activities such as arts and crafts and residents were invited regularly to the school to attend events, shows and so on. Since the last inspection the service had acquired chickens which were housed in a coup in the front garden. This was excellent practice and we saw that residents enjoyed watching the antics of the chickens from the lounge window. Residents also had the opportunity to help care for and handle the chickens if they wished as well as benefiting from fresh eggs.

Staff we spoke with demonstrated a clear understanding of their responsibilities in relation to adult support and protection. They were aware of their responsibility to raise any concerns with their line manager immediately.

Observations of the inspection volunteer:

All of the residents I spoke with were very happy with the level of care they received. I noticed that most of the residents' clothes were clean and colour co-ordinated.

Comments from residents included:

"I wouldn't like to go anywhere else, I chose this place myself."

"My family are happy with the care I get."

"I get my hair done twice a week and I get my toe nails done too."

"I get up and have breakfast when I want and go to my room about 6pm to watch TV. Staff bring me tea and toast before bedtime."

I requested lunch with some of the residents in one of the dining rooms. The residents had a three course meal with soft drinks and water available. The food was tasty and adequate and residents could have seconds if they wished. Residents

told me that if they did not like what was on the menu, they would get an alternative dish.

One of the residents was very deaf and I observed the patience of staff in trying to read a card which had arrived with flowers for them. Staff also used a board to help communicate with this resident.

The home had two activity co-ordinators. We spoke with residents who were supported by staff to enjoy various activities. Activities I observed residents enjoying included armchair exercises, gardening, singing and arts and crafts. There were good links with the local community and local entertainers came in every week. Children from the local school also came in to sing and to befriend the residents. Some residents told us they were supported to attend the local church, others said that they attend a monthly church service in the home.

All in all, there is a lovely warm and friendly atmosphere within the service.

5 Quality of environment

Findings from the inspection

Our findings at this validation inspection were that the service continued to perform to a very good level in relation to this statement.

We were satisfied that the service had continued to maintain the buildings and grounds to a high standard.

Since the last inspection, planned improvements and changes to the environment had been implemented. These included the development of a pamper room, upgrade of outside and garden areas and swapping round of the lounge and main dining area. Residents and relatives were consulted about all of these improvements. We found that the new location of the lounge provided very good outcomes for residents. The lounge was set out to encourage socialising, and provided a very homely and comfortable environment for the residents to sit and chat, watch TV, read, look out over the garden and to join in activities.

Improvement work was on going within the front garden and during the inspection a chicken run was installed. A fence to provide more privacy would be put in place in the near future.

When we looked around the home we found that some cupboards, the staff area and the kitchen would benefit from increased security for the safety of residents. This would be addressed by the manager in the immediate future. Some floor boards and flooring were showing signs of wear and tear.. The manager had already identified these areas for improvement in the home's development plan for 2016/2017.

The service had lap tops and internet available in the lounge area and this had been used by some residents to skype family members. The manager was considering how this could be extended so that residents would have internet access within other areas of the home.

Observations of the Inspection Volunteer:

Bedrooms were of various shapes and sizes, were nicely furnished and had en suite toileting facilities. There were adequate shower and bathrooms on both levels and one resident said that they could have a shower every day if they wished. One couple had come into the home together. They had two rooms and used one as a bedroom and the other as a private sitting room. Both rooms were personalised with their belongings.

One resident said that their bed sheets were changed every day and their duvet cover once a week. The also said, "I get clean clothes on every day, I couldn't do that at home."

There were lovely gardens surrounding the home, and several rooms with views on to the garden. One of the residents who was a keen garden was helping to put plans in the garden and enjoyed this.

6 Quality of staffing

Findings from the inspection

Our findings at the validation inspection where that the service had continued to perform to a very good level in relation to this statement with areas of excellent practice in respect of the quality of staffing.

We found this from speaking with residents, relatives and staff. We also observed staff practice and examined staff files and minutes of staff meetings.

We found that staff had been recruited following best practice guidance. This included completed application form, two references and safety checks being carried out. The service provided access to a comprehensive induction programme for all new staff.

The manager ensured that all staff were registered with either the Scottish Social Services Council (SSSC) or the Nursing and Midwifery Council (NMC) as necessary. The manager had a system in place to ensure that staff registration remained valid. All staff had either achieved or were working towards the relevant qualification to meet the registration requirements of the SSSC. Staff and managers were aware of the need to demonstrate continuous professional development as part of re-registration. Staff we spoke with were aware of the SSSC code of practice and had access to the national care standards for older people. These were discussed at team meetings and supervision sessions with individual staff.

There was evidence of regular staff meetings and supervision which allowed staff to discuss practice and put forward their views about improvements to the service. We found that staff received regular, formal supervision. They said the manager was very approachable and that they "didn't need to wait until supervision." if they needed to speak with the manager informally.

Staff we spoke to told us that since the last inspection, standards had been maintained and improved. One example was that there was a wider variety of activities available for the residents. They felt supported in their role by colleagues and by on going training such as moving and handling and dementia care. They told us that they had a great relationship with the residents and this was a nice home to work in.

In the care standard questionnaires one member of staff commented:

"I find that during my time here, all staff are committed to providing a good service and all work well within a team environment."

During the inspection we found evidence that staff provided an excellent service to the residents through their individual practice and working as a team.

Observations of the Inspection Volunteer:

I found that staff without exception, to be friendly, cheerful, helpful and patient with the residents. They were all on first name terms with the residents and were like a big happy family.

Comments from residents included:

"The staff can't do enough for you."

"It wouldn't be fair to single anyone out."

"I have had the same key worker since I came here - they are great."

We concluded that people who used this service could be confident that they were receiving support from a motivated and well trained staff team.

7 Quality of management and leadership

Findings from the inspection

Our findings at the validation inspection where that the service had continued to perform to a very good level in relation to this statement with areas of excellent practice in respect of the quality of management and leadership.

We concluded this after we met and spoke with residents, relatives and staff, we also observed the manager's practice and examined a range of relevant documents in relation to quality assurance.

We found that the culture of management and leadership in the service was very open. Staff told us that they could speak with the manager on a regular basis to discuss important issues and to request meetings over and above formal supervision

sessions. During the inspection we observed that the manager was very visible throughout the home

Staff could also speak with the owner of the home who visited on a daily basis. They told us that the owner was approachable and would consider any of their suggestions for improvements to the service.

The service had a good quality assurance system in place. The manager regularly audited the quality of support provided through recordings such as medication records and care plans. This ensured good outcomes for service users. An example was that where medication was changed, the manager's audit would confirm medication administration records showed that the new medication was now being administered as required.

Accident and incident records had been completed appropriately and there was evidence of management oversight. The service took appropriate action to review and minimise the risk of recurrence. We were satisfied that the service made appropriate notifications to other agencies including the care inspectorate.

We found good evidence that the management team consulted regularly with residents, relatives and staff through meetings, events, surveys and "you said, we did." The manager analysed the feedback provided and where appropriate, developed an action plan. Actions were discussed at resident, relative and staff meetings and through the home's newsletter. Through "you said, we did" residents asked for wifi to be available for resident and family members and free wifi was now available in the lounge. Another example was that relatives had asked for a staff notice board with names so visitors knew who everyone was. This was now on display within the reception area.

The manager and staff worked hard as a team to improve outcomes for residents. The manager demonstrated excellent practice by ensuring that the dependency levels of all residents was reviewed on a weekly basis. This allowed the staff team to decide how to support residents on a day by day basis.

The service had a development plan for 2016 / 2017. In the plan the manager identified the key aims for the service which included, encourage participation of all stakeholders, comply with SSSC requirements, staff training, recruitment of a deputy manager, redecoration and refurbishment plans.

The manager kept up to date with what was happening in the care home sector by attending the local care home forum and being a member of the local authority's care home training group and communication sub group.

Observations of the Inspection Volunteer:

The manager's office had been moved from the rear of the building to the reception area so that residents and visitors could pop in for a chat. All the people I spoke to said they would go straight to the manager if there was a problem with anything. While the manager showed me around the home, there was a real warmth shown between the manager and the residents. I found that the manager had developed a nice family atmosphere where residents were respected and given choices. The manager seemed to be well loved by everyone in the home.

8 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

9 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

There are no outstanding recommendations.

10 Inspection and grading history

Date	Type	Gradings	
17 Apr 2015	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
24 Apr 2014	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
19 Apr 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
29 Oct 2012	Unannounced	Care and support	Not Assessed
		Environment	Not Assessed
		Staffing	3 - Adequate
		Management and Leadership	3 - Adequate
25 Jun 2012	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
8 Feb 2012	Unannounced	Care and support	3 - Adequate
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	3 - Adequate
6 Dec 2011	Unannounced	Care and support	2 - Weak
		Environment	Not Assessed
		Staffing	3 - Adequate
		Management and Leadership	3 - Adequate

6 Oct 2011	Unannounced	Care and support Environment Staffing Management and Leadership	1 - Unsatisfactory Not Assessed 2 - Weak 2 - Weak
15 Jun 2011	Unannounced	Care and support Environment Staffing Management and Leadership	1 - Unsatisfactory Not Assessed 2 - Weak 2 - Weak
24 Feb 2011	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate Not Assessed 4 - Good Not Assessed
16 Dec 2010	Announced	Care and support Environment Staffing Management and Leadership	2 - Weak Not Assessed 4 - Good Not Assessed
7 Oct 2010	Unannounced	Care and support Environment Staffing Management and Leadership	2 - Weak Not Assessed 4 - Good Not Assessed
23 Sep 2009	Announced	Care and support Environment Staffing Management and Leadership	4 - Good 5 - Very Good 4 - Good 4 - Good
31 Mar 2009	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good Not Assessed Not Assessed
26 Nov 2008	Announced	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.

You can also read more about our work online.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 @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 c?nain eile ma nithear iarrtas.

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.