

Care service inspection report

Validation inspection

Haydale Nursing Home Care Home Service

17 Corbett Street
Tollcross
Glasgow

Service provided by: BUPA Care Homes (Carrick) Limited

Service provider number: SP2003002353

Care service number: CS2003010449

Inspection Visit Type: Unannounced

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1 About the service we inspected

Haydale Nursing Home is registered to provide a care service to a maximum of 66 people who include frail elderly and adults with learning disabilities.

The service is owned and managed by BUPA Care Homes.

Haydale Nursing home is situated in the Tollcross area of Glasgow, very close to shops, public transport links and other community resources. There is a car park at the front of the property and enclosed gardens to the rear.

The service is provided over two floors with lift and stair access to the upper floor. Each floor has 35 bedrooms with en-suite facilities (toilet and wash-hand basin) and shared lounges/dining rooms, toilets and bathrooms.

2 What we did during the inspection

We wrote this report following an unannounced validation inspection. This inspection took place on Wednesday 22 June 2016 and Thursday 23 June 2016. At the end of the inspection we gave feedback to the clinical service manager, a unit manager and a charge nurse.

As part of the inspection, we took account of the completed annual return and self assessment that the service submitted prior to the inspection.

We sent 25 care standards questionnaires (CSQ) to the manager to distribute to residents. Residents returned nine completed questionnaires before the inspection.

We also sent 25 care standards questionnaires to the manager to distribute to relatives and carers. Relatives and carers returned three completed questionnaires before the inspection.

We also asked the manager to give questionnaires to staff and we received seven completed questionnaire back.

During the inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- Ten residents
- Clinical service manager
- Two unit managers
- Two nurses
- Two senior care workers
- Five care staff
- Activity worker
- The chef
- Domestic staff
- The maintenance officer
- The area training officer
- A care home liaison nurse and three student nurses.

We looked at:

- The participation strategy
- Action plans arising from questionnaires, surveys and audits.
- Minutes of resident and relative meetings
- Minutes of staff meetings
- Newsletters
- Residents' and relatives' questionnaires
- Care plan audits
- Medication audits
- Staff training plan
- Staff supervision and appraisal log
- Care plans
- Accident and incident records
- Complaints log
- The environment and equipment.

3 Conclusion

Haydale Nursing Home continues to perform to a very good standard, staff and management work hard to promote good outcomes for the people who use the service and their relatives.

Feedback from people who use the service and relatives was very positive and the service continuously looks at ways to promote participation from people who use the service and other stakeholders to assess the quality of the service and seek ideas to improve it.

We found the quality of care and support to be very good and staff were knowledgeable of individual residents' needs and wishes. Residents were encouraged to be as independent as possible and were given choice in the way their care was given.

Staff were observed to have a good rapport with residents and carried out their tasks in a positive and friendly manner. The staff morale was good and they told us that they had good access to training opportunities.

The management and staff were committed to provide a very good quality service.

4 Quality of care and support

Findings from the inspection

The management team and staff continued to develop and implement their participation and involvement policies and strategies via a range of mechanisms, for example questionnaires and surveys, meetings and reviews.

Feedback from recent in house questionnaires and surveys taken with residents and relatives was very positive. There was a high degree of satisfaction with the quality of care, the environment and with the staff.

The new care plans had been implemented and staff had worked hard to complete all the required sections. We found the care plans were very comprehensive, however they were not person centred in the way they were formatted.

Care and risk assessments to manage resident health care needs were comprehensive and regularly reviewed. We noted that the six monthly reviews were up to date and the most recent review minute was held in the care plan.

Comments from residents and relatives included;

"All staff and management at Haydale provide a professional, kind and caring environment and are always friendly and attentive. Cleanliness and hygiene at a personal and home, room level are also of a high order. Medical issues and conditions are always notified to us as relatives and dealt with promptly with health services as necessary. Haydale is a well run, friendly and happy place and the care of residents is of a high order."

"Staff are very good."

"Staff are all nice and respect me at all times."

"I am happy here."

"Staff are very nice, they make me feel safe."

"I like my room and I would like to go to the shops more."

The service continues to perform to a very good standard in this quality theme and we found that staff and management team had a commitment to continuous improvement

The service continues to perform to a very good standard in this quality theme and should continue with their commitment to continuously improve the service.

5 Quality of environment

Findings from the inspection

The service continued to perform to a very good standard in this quality theme and continues to enhance the quality of the internal and external environment. We found good evidence of people who use the service being involved in contributing ideas to improve it.

Residents told us they liked the environment and their bedrooms. We saw that residents were encouraged to personalise their rooms and their privacy was respected if they wished to be on their own.

The environment was clean and fresh, we noted that domestic staff worked hard during the day to complete all their tasks. We were told that often there was only one domestic to cover each floor. When there was a third domestic on duty it helped to reduce their workload.

We found that accidents and incidents were appropriately recorded audited and actioned. The manager had put in systems to monitor and audit falls which was having a positive effect in reducing the frequency of residents falling.

The maintenance officer carried out regular checks on equipment and the environment. Repairs to were carried out timeously and the environment was free from clutter. This ensured residents and staff were protected.

The manager has an on going programme of refurbishment and redecoration, the general environment was well kept bright and welcoming.

6 Quality of staffing

Findings from the inspection

We found that the service continued to perform to a very good standard in this Quality Theme. People who use the service and their relatives told us that they found the staff professional and knowledgeable of their roles and residents needs.

Staff had good access to training opportunities and were motivated to develop their knowledge and professional practice. Staff told us that they had good opportunities to take part in training opportunities including BUPA's own training for caring with people with dementia, palliative care, managing falls and fractures and care plan training.

Staff also had the opportunity to take part in the Promoting Excellence training for people with dementia. We would expect staff working in the dementia unit to achieve the enhanced level of training.

The area training officer told us that all the mandatory training, for example moving and assisting and food hygiene was up to date. Staff who are involved in medication administration are required to complete rigorous written and practice based assessment to ensure their on going competency.

Staff report that team work is good and they got good support from management and senior staff which had improved staff morale. We found staff had a positive attitude to their work and were keen to provide a good service to residents and their families.

Staff received supervision on a formal and informal basis and records were held of supervision meetings. The supervision meetings were signed and dated by the supervisee. We found that staff were knowledgeable about residents' preferences and lifestyles. The support provided was appropriate to individual residents' needs.

The management followed best practice guidance for safe recruitment and induction when recruiting new staff.

Comments from residents and relatives included:

"The staff are very good to us, they always help you out."

"The staff are always nice, you can have a laugh with them."

"The staff at Haydale do a tremendous job with my relative but I think they are short staffed at times."

7 Quality of management and leadership

Findings from the inspection

The service continued to perform to a very good standard in this Quality Theme. The management team uses a wide range of tools to assess and quality assure every aspect of the service. Participation and engagement from people who use the service, their relatives and interested stakeholders were central to the quality assurance process.

We found that feedback from surveys, meetings and email communications from family members were very positive about the service including staff and management. Family members who completed questionnaires told us that management were very responsive and quick to act when an issue was raised and a resolution was sought timeously.

Feedback from staff was also very positive about the responsiveness of management and the support and encouragement to develop their knowledge and professional practice.

The clinical service manager told us that new quality assurance tools and audits where being implemented which included medication administration procedures and practice, support planning, falls reviews, tissue viability care and equipment, care reviews and health and safety. The records of the audits evidenced that they were effective in identifying areas for improvement and action plans had been developed and implemented.

We found that the service was well managed and there were plans in place to continuously improve the quality of the service.

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

1. To ensure that full involvement of service users and/or their relatives in care planning and risk assessments is demonstrated, the service should discuss, agree and get the individual or their representative to sign the care plan or risk assessment.

National Care Standards for care homes for older people, Standard 6.

This recommendation was made on 06 May 2015

We looked at residents care plans and risk assessments and noted where possible they had been signed and discussions regarding care plans and risk assessments were recorded in care plans. Where some residents who lacked capacity and did not have relatives and were unable to sign care plans was also noted.

This recommendation has been met.

10 Inspection and grading history

Date	Type	Gradings	
11 May 2015	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
30 May 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very Good
		Staffing	4 - Good
		Management and Leadership	5 - Very Good
24 Jan 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
18 Jun 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
7 Jan 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
28 Aug 2012	Re-grade	Care and support	3 - Adequate
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
19 Jun 2012	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and Leadership	3 - Adequate

9 Dec 2011	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
8 Sep 2011	Unannounced	Care and support Environment Staffing Management and Leadership	Not Assessed 3 - Adequate Not Assessed 3 - Adequate
21 Jun 2011	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 2 - Weak 3 - Adequate 2 - Weak
23 Nov 2010	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate Not Assessed 3 - Adequate 3 - Adequate
21 Jul 2010	Announced	Care and support Environment Staffing Management and Leadership	3 - Adequate Not Assessed 3 - Adequate 3 - Adequate
11 Mar 2010	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 4 - Good 3 - Adequate 3 - Adequate
10 Jul 2009	Announced	Care and support Environment Staffing Management and Leadership	2 - Weak 4 - Good 2 - Weak 3 - Adequate
28 Nov 2008	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

13 May 2008	Announced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and Leadership</div> <div>3 - Adequate</div> <div>3 - Adequate</div> <div>3 - Adequate</div> <div>2 - Weak</div>

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