

## Tor - Na - Dee Care Home Care Home Service

North Deeside Road  
Milltimber  
Aberdeen  
AB13 0HR

Telephone: 01224 863736

Type of inspection: Unannounced  
Inspection completed on: 28 February 2017

**Service provided by:**  
Care UK Limited

**Service provider number:**  
SP2003002341

**Care service number:**  
CS2011300793

## About the service we inspected

Tor-Na-Dee Care Home is a purpose-built two storey care home. The provider is Care UK. The service is registered to provide nursing care to a maximum of 74 people, of whom one may be a younger person. At the time of inspection there were 72 people living in the service.

Tor-Na-Dee is set in beautiful landscaped gardens and is located in the outskirts of Aberdeen City. People have access to the town bus service, local shops, churches and cafes. People have a choice of well-furnished sitting and dining rooms and bedrooms are furnished to a good standard. All bedrooms have en-suite shower facilities.

The service aims to "provide the level of care and support you need to ensure that, as far as possible, you maintain your independence and individuality".

This service registered with the Care Inspectorate 31 October 2011.

## How we inspected the service

We wrote this report following an unannounced inspection. We carried this out on Monday 27 February 2017. During this inspection, we gathered evidence from various sources. We spoke with five residents and a range of people working in the service. We also spent time generally observing staff practices and how staff interacted with the residents.

We focused specifically on following up the requirements and recommendations made at the last inspection. We gathered evidence from a range of sources including looking at a sample of written documentation including personal plans and quality assurance audits. We also had a walk round the service and spoke with a number of people who used the service and staff.

## Taking the views of people using the service into account

We spoke with and spent time with five residents during the inspection visits (others were spoken with in passing). We also spent a considerable time observing staff practice in the home and how the staff interacted with residents, especially those who had limited communication.

Feedback from the residents varied. Residents told us that they thought the staff were kind and that they were being looked after. Residents' indicated they were generally happy living at Tor-na-Dee.

The views of the residents have greatly informed the findings of this inspection and are included throughout this report.

## Taking carers' views into account

There were no relatives who wished to speak to us during this unannounced inspection.

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

#### Requirement 1

The provider must ensure that all people are treated with dignity and respect. To achieve this, the manager must:

- a) Develop a culture within the home that focuses on the individual needs and outcomes for each resident.
- b) Ensure all appointments either external or internal are made with the best interests of service users in mind and following consultation with the service users or their representatives.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 4 (1)(a) - Welfare of Users.

**Timescale: immediate and ongoing. This will be followed up at our next inspection.**

**This requirement was made on 29 November 2016.**

#### Action taken on previous requirement

We found that the management team had focused on improving the culture within the service. Staff were asked to consider how they would feel if they were in the residents' position and lived at Tor-Na-Dee. Staff poor practice and behaviors have been addressed through reflective accounts and one to one meetings. These actions have had a positive outcome for the residents.

The management team should continue with the formal observation of practice framework in place to ensure these improvements are maintained and embedded into practice.

**Met - within timescales**

#### Requirement 2

The service must ensure that all care staff are aware of people's nutritional needs and that these needs are met safely.

To achieve this the manager must:

- a) Ensure all direct care staff have received appropriate training and support in hydration and nutrition.
- b) Ensure that staff practice is effectively monitored.
- c) Ensure systems are in place to support good nutrition and hydration practices.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI

2011/210) Regulation 4 (1)(a) - Welfare of Users.

**Timescale: to be fully implemented by 1 January 2017.**

**This requirement was made on 29 November 2016.**

## Action taken on previous requirement

We found that the residents were receiving an appropriate diet and ample fluids. Staff were fully aware of those residents who required additional assistance or support. Support and encouragement was given where appropriate, in a dignified respectful manner.

The meals we observed were calm and organised. Although more could be done to continue to improve the dining experience for some residents, this requirement was met.

**Met - within timescales**

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

The service should ensure that all staff recognise the importance of social engagement and the positive impact it has on people's wellbeing. The service should continue to monitor this aspect of care through observation of staff practice.

National Care Standards Care Homes for Older People - Standard 5: Management and Staffing and Standard 17: You make choices and decisions about day-to-day aspects of your life and about how you spend your time

**This recommendation was made on 29 November 2016.**

#### Action taken on previous recommendation

The management team was continuing to monitor and address practice and behaviors that may have a negative impact on the residents. The focus within the home was on improving the residents' wellbeing. This was being achieved through regular meetings and training sessions. The outcomes for the residents had improved.

We discussed the differing environments across the home and how this potentially impacted on the residents. Implementing the good practices already in place downstairs, to the upstairs would assist in further enhancing the residents' quality of life.

The management and staff should consider the cultural challenges that potentially may arise with employing a varied group of staff from differing cultural backgrounds. We observed that the tone and phrasing used by some staff, although said with the best intentions, potentially may be misinterpreted.

## Recommendation 2

The service should ensure that cleaning schedules are reviewed and maintained without having the potential to negatively impact on people's wellbeing.

National Care Standards Care Homes for Older People - Standard 8: You can make choices in all aspects of your life

**This recommendation was made on 29 November 2016.**

### Action taken on previous recommendation

We found the home very clean and tidy. Concerns raised regarding the timing of cleaning tasks had been addressed. The cleaning staff were respectful of the residents' views and wishes.

## Recommendation 3

The management team should ensure that all quality assurance systems and audits are maintained and completed based on the quality and accuracy of the information held.

National Care Standards Care Homes for Older People - Standard 5: Management and Staffing Arrangements

**This recommendation was made on 29 November 2016.**

### Action taken on previous recommendation

Although the last inspection was a difficult, challenging inspection for the management and staff, we found that they have responded in a professional manner and focused on improving the outcomes for their residents.

The quality assurance system was being maintained and completed. These audits were being used to assist in improving the residents' quality of life.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings	
4 Oct 2016	Unannounced	Care and support	3 - Adequate
		Environment	5 - Very good
		Staffing	3 - Adequate
		Management and leadership	4 - Good
9 Oct 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Dec 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Jan 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Oct 2013	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	4 - Good
23 Jan 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
25 Apr 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	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.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can 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.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @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 cànan eile ma nithear iartras.

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 ਵਿੱਚ 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.