

Balnacarron Care Home Service

116 Hepburn Gardens
St. Andrews
KY16 9LT

Telephone: 01334 474221

Type of inspection: Unannounced
Inspection completed on: 10 February 2017

Service provided by:
BUPA Care Homes (CFCHomes) Limited

Service provider number:
SP2004004447

Care service number:
CS2003006883

About the service

Balnacarron Care Home is situated in a residential area of St Andrews. It is owned and run by BUPA Care Homes. The home provides residential care for a maximum of 36 older people in 34 rooms. All rooms were single occupancy at the time of this visit. There were 34 people at home on the day of the inspection visit.

The home comprises of a large Victorian villa with an added extension. Landscaped gardens surround the home and there are outside seating areas for visitors and residents to enjoy.

The service's philosophy reflects a desire to preserve the unique personality of each resident, enable them to maintain their identity and dignity and safeguard their rights as individuals. Nursing care is provided by community nurses.

What people told us

Our Inspection Volunteer joined residents for lunch, spoke with five people living in Balnacarron and two visiting relatives. Their feedback verified a very high level of satisfaction with all aspects of the service.

We received four completed care standards questionnaires from relatives and seven from people using the service. Written comments included:

- "The manager is exceptional - her enthusiasm and commitment to the clients in her charge is second to none. She is someone I can trust - which is crucial. The staff are warm, friendly, and most importantly very caring in tending to my (relative's) needs. A tight ship with a strong captain. The fabric of the building requires attention in some areas. The patient "call system" is antiquated and inappropriate in this day and age....."

- "Balnacarron provides a very caring and welcoming environment for the residents and their families. The staff take a real interest in my (relative) and always take time to stop and chat. Any requests are dealt with speedily and nothing seems too much trouble. When my (relative) was ill the staff sought medical help very promptly and kept me very well informed throughout. Overall I am delighted with the care my (relative) receives."

- 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. The inspection volunteer's 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.

Self assessment

The service submitted an electronic self assessment as requested by the Care Inspectorate. This identified some strengths of the service as well as some areas for improvement. The assessment contained a wide range of relevant information and we were able to verify this was an accurate reflection of the service provision.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good

Quality of management and leadership

5 - Very Good

What the service does well

Following discussion with management and staff, a review of a sample of documentation and observation of practice, the inspector found Balnacarron has sustained a very good performance in all aspects of the service. Direct feedback from people using the service and relatives confirmed a high level of satisfaction and their feeling of influence and involvement.

Although not entirely purpose built, the home provides people with a very good choice of communal areas to enjoy and the garden continues to be an asset.

There continues to be a positive approach to risk management that facilitates people getting out whenever possible.

Staff continue to have good rapport with people using the service. They show that they know how best to communicate with individuals and support participation in the day-to-day choices made regarding care and support. Observation of practice and discussion with staff showed that there was a very positive, supportive environment for staff which in turn supported a very positive climate of care.

People using the service described good communication from staff and stated they received regular encouragement from staff members to give their views on the service and whether the staff could do anything to improve it.

Care records examined were legible, signed and dated. The standard of record keeping was of a very good standard throughout. All care was based upon wide ranging assessments and there were a variety of care plans in place to guide and support care staff. Records also reflect very good involvement with community healthcare professionals.

Various staff from the organisation had audited and reviewed the service throughout the year. Action plans had been developed to address any areas for development or improvement.

What the service could do better

The manager continues to recognise that the on-going training and resources need to be in place to facilitate staff in meeting the care and support needs of people using the service.

The manager recognises the introduction of new quality assurance and control systems is at an early stage and will require time to become fully established and support improvements. The provider should continue to monitor and maintain all aspects of the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
9 Dec 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
27 Feb 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Jan 2014	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
26 Aug 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
25 Feb 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
10 Sep 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
14 Feb 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
23 Aug 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
13 Oct 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
12 May 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
4 Feb 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
26 May 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
26 Aug 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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