

Meigle Country House Care Home Service

Dundee Road
Meigle
Blairgowrie
PH12 8SE

Telephone: 01828 640859

Type of inspection: Unannounced
Inspection completed on: 25 May 2017

Service provided by:
Priority Care Group Limited

Service provider number:
SP2003000048

Care service number:
CS2003041947

About the service

Meigle Country House is located on the outskirts of Meigle village and sits in its own grounds, with views of the surrounding countryside. The service is registered to provide a care service for up to 23 older people. All residents are accommodated in single rooms and 22 of these rooms have en suite facilities. The service is also registered to provide one respite/short-term care.

What people told us

At the time of our inspection there were 22 people using this service and we spoke to three residents, and four relatives. We received five Care Standard Questionnaires from relatives and staff, and we also spoke to five members of staff. All the feedback that we received from people who use the service and from relatives was very positive. People told us:

'The food is lovely'

'Its good here'

'Everyone is very kind, I have no complaints'

'All the staff are very friendly, nothing is too much bother'

'My relative has dementia, when she first came in she didn't like mixing, but she now she enjoys eating in the dining room with the other residents'

'I wouldn't change a thing'

'My relative is always well presented when we visit; I come in at odd times and I've always been happy when I come in'

'My relative has fallen a couple of times, but the staff always let me know right away'

'It's like a family here'

'My relative used to be on lots of medication, but it has been reduced since she has been here and she is so much better now'

We also spoke to staff, they told us:

'I love working here, it's friendly; people have choice'

'I get plenty of support to maintain my registration'

'I can approach the manager or senior staff at any time for support if I need it'

'We don't get enough time with residents at busy times, especially in the evenings'

'Would be good if we got more staff to help with the residents in the morning and evening so we had more time with them'

'We get regular supervision'

'I love working here; it makes my day if I can make their day better'

'Its like one big happy family working here'

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

There was a homely atmosphere at Meigle Country House, and we saw warm interactions between staff, residents and relatives which contributed to the friendly atmosphere within the home. We spoke to residents, relatives and staff who all expressed that they were very happy with the service provided; several people talked about the family atmosphere in the care home.

It was evident that all the staff, including the managers, were familiar with all the residents and knew and understood their needs. It was very good to see the manager and deputy taking time to talk to residents, and spending time with relatives in the home.

It is recognised that there are more people living with dementia using this service, and one member of staff is now a dementia ambassador. The service was developing ideas to meet the needs of people living with dementia, and we saw the addition of rummage drawers, fiddle cushions, and interactive areas that residents could use. The service evidenced that they were working closely with residents and families in achieving outcomes of some people living with dementia and were using technology to support one resident the freedom to wander outwith the confines of the home and grounds.

We saw that there were good systems in place to support staff, who had regular supervision and told us that the managers were supportive and approachable. The service has recently introduced E-learning training modules for staff, and had plans for staff to have access to a computer for those who require support to access online learning. Promoting excellence in dementia care has been added to the suite of modules and it was very good to see that all staff, including the cook and domestic staff, are expected to achieved the first level; informed about dementia.

The service worked hard to ensure that residents enjoyed mealtimes. We saw that the cook spent a lot of time with residents at breakfast time; going over menu choices and ensuring that everyone had everything that they needed. We saw that people enjoyed choice at mealtimes, and that there was a relaxed pace which supported conversation in a relaxed atmosphere.

The service is working hard to ensure that people are supported within a family friendly, and relaxed atmosphere at Meigle Country House. The manager and staff work hard to ensure that residents are comfortable and that families are equally welcome.

What the service could do better

We saw that the lounge area of the home was very busy and cluttered. This is because more people are using the lounge area than previously, and also because more residents are using mobility aids. We found that some mobility aids had been removed from some individuals to increase space. We discussed how the service could make better use of all the space in the care home, including the large conservatory area. This was in order to reduce the risk of accidents, and ensure that all residents had access to their mobility aids at all times.

The cupboard in the clinical area was being used to store files which meant there was a lack of space to store medicines due for return to pharmacy. In addition there was a lack of ventilation in the clinic and temperature levels were close to the maximum levels for safe storage of medication. **See recommendation 1.**

Levels of respite care were high at the time of our visit. This meant that staff had less time with residents due to the levels of dependency, and people who were waiting for a full-time place couldn't be accommodated. We discussed how this could be improved, and agreed a time limited period for additional respite. This is to ensure that all residents can be confident that their needs can be fully supported and that staffing levels better reflect the level of dependency in the service. **See recommendation 2.**

Although the service has an activities coordinator, this is only provided over two days per week. Care staff try to provide some activities outwith these times, however on the days that we visited, we saw that staff were very busy and had little time for this. We found that, although consultation with residents was evident in the minutes of residents meetings, some residents did not have access to preferred activities.

Whilst it was good to see that work has been progressed to meet the outcomes of people living with dementia, we found that some areas of the home could be improved to better support people to remain orientated to their environment. This was in relation to improving signage within the home, colour contrasting toilet doors and seats, and reducing clutter in some areas such as in the lounge and on notice boards. The dementia ambassador was aware of some of these issues and will be working with the manager over coming months to improve some of these areas.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should conduct a risk assessment of the lounge/dining area, and review how better use of space can be accommodated for the safety of residents.

National Care Standards - Care Homes for Older People, Standard 4.

2. The service should review staffing levels in respect of levels of dependency and current high levels of respite care currently being provided.

National Care Standards - Care Homes for Older People, Standard 1.

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	
27 Apr 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
14 Jul 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
15 May 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
17 Jul 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
17 Apr 2013	Re-grade	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
17 Aug 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
23 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
23 Jun 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
21 Sep 2009	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
15 Apr 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
28 Oct 2008		Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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