

Blackwood Care - Maclehose Court Care Home Care Home Service

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Type of inspection: Unannounced
Inspection completed on: 2 June 2017

Service provided by:
Blackwood Homes and Care

Service provider number:
SP2003000176

Care service number:
CS2003001097

About the service

Maclehose Court is registered as a care home for people with physical and or sensory impairment, and provides a service to a maximum of 21 people. It is run by Blackwood Homes and Care and is located in a residential area of Greenock. Accommodation is provided over three floors, with a small kitchen and living room on each floor. The dining room and the main kitchen are on the ground floor. Bedrooms are single rooms with en-suite facilities.

What people told us

Prior to the inspection we sent out care standard questionnaires and during the inspection we spoke to a nine of the twenty one people who live in the care home. People gave mixed responses as to what it was like to live in Maclehose Court.

Several people told us that they had "nothing bad to say, the care is fine." One service user told us "this is a fab place." Others said there was not a lot for them to do this wasn't helped by the activities organiser working four days on and four days off. There had been quite a turnover of staff over the last year, one person told us "we've lost too many good people."

Self assessment

We did not ask the service to send us a self-assessment this year.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

People told us that they feel safe within the service. A lot of the people who live in the service require physical support from staff for example to get between their bed and their chair, people told us that they were confident that staff knew what they were doing when they supported them with this.

People are supported to keep well by attending regular health appointments and screenings with staff maintaining close links with community health professionals on service user's behalf as well as monitoring the administration of medication.

We observed the lunch time experience within the service using a recognised framework for carrying out observations (called SOFI 2) and felt that a lot could be done to enhance the experience. Some people were waiting for a long time to get assistance and others were being assisted, but not at a relaxed pace. This detracted from what should be a positive experience for people living in the service.

(See recommendation one under this theme.)

People feel that they are spoken to with respect in the home. We raised with the management team that this could be improved upon by looking at some of the non-verbal ways that people are supported. For example if someone uses a communication book to help them convey what they want, then it is respectful that staff ensure that they have this book with them.

From our observations and from feedback we received, we had some concerns that people were not being given the opportunity to take part in meaningful activities as often as they should. We noticed that staff were always busy, which begs the question; are there enough staff on duty to meet people's social needs as well as their physical needs? (see recommendation two under this theme.)

Service users told us that they have a say into how their care needs are met, we saw this within care plans. However we shared with the management team examples where care plans should contain more specific (individual) details to help guide staff to safely support service users. (See recommendation three under this theme.)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The provider should review the meal time experience for people that live in the service. This should be based on observations and on feedback from service users. The provider should then produce a plan of action for how to improve the meal time experience.

NCS 6 Care Homes for People with Physical and Sensory Impairments - Support Arrangements.

2. The provider should carry out a review of the needs of the people living within the service which should take into account their social as well as physical support needs. This should be linked to the service's staffing levels.

NCS 6 Care Homes for People with Physical and Sensory Impairments - Support Arrangements.

3. The provider should review the quality of care plans to ensure that they are useful tools to guide staff to safely support someone.

NCS 6 Care Homes for People with Physical and Sensory Impairments - Support Arrangements.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

People can personalise their own space and many people have chosen to decorate their bedrooms to their own taste bringing in their own belongings. One person wanted to have their own dog, they were supported to choose it and it now shares their room.

Within Maclehose Court there are spacious lounges with small kitchen areas on each floor these give people the opportunity to socialise in different groups or have privacy with visiting friends. However we found that these spaces were underused. While people choose to spend time in their own rooms the provider should try different ideas to see if it would encourage people to use these areas. For example one person told us that the dining area could be noisy for them, well the space is there for people to have meals in a quieter surrounding if they choose. (See recommendation one under this theme.)

People have their privacy respected, many people choose to spent large parts of their day within their own rooms. We discussed with the management team that when they review the activities on offer within the home they need to consider if people are spending time in their rooms because there are not enough alternatives on offer.

People told us that their rooms and the communal areas were pleasant and well maintained. From walking around the building we could see this, we checked the services maintenance logs and saw that the provider had contracts with various companies to maintain equipment throughout Maclehose Court. There were areas that the provider could improve in terms of how well it communicates with the service to let them know when repairs will be fixed.

We discussed with management the need to keep social environments free from clutter such as boxes of gloves etc. During the inspection the management team organised a spring clean within the home to ensure that the home is clutter free.

As part of the review of service user needs, which should relate to staffing levels, the management team should consider how frequently they are able to support service users to access their local community.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The management team should look for ideas from service users and staff to ensure communal areas promote opportunities for social interaction.

NCS 4 Care Homes for People with Physical and Sensory Impairment - Your environment

Grade: 4 - good

Quality of staffing

Findings from the inspection

Some of the people that we spoke with told us that they had been involved in interviewing new staff. Service users told us they feel positive about the relationships that they have with staff and that staff care about them. The other side of this is that there has been a high staff turnover during the last year leading one service user to tell us "we've lost too many good people," during the last year.

A high staff turnover has meant that the service has lost a lot of experienced staff and as a result there is a need to review the staff training plan. All staff are put through induction training when they start; however training such as palliative care, brain injuries, dementia and Huntington's are not part of the induction and yet the service needs people who are trained in these things. The management team has set up dates for some additional training already but the provider should carry out a review of the service's training plan to ensure it receives all the support it requires. (see recommendation one under this theme.)

The provider has put in place support new structures for staff in terms of supervision, appraisals, and team meetings. Staff told us that the new management are open to suggestions and will encourage them to think through problems to look for solutions. We discussed with the management team that they should consider introducing practice observations where senior staff observe how staff carry out their role, this is to ensure that staff are putting their training into practice. (see recommendation two under this theme.)

During the inspection we checked that all support staff were appropriately registered with the Scottish Social Services Council (SSSC). We found some staff had either not applied to register on time and had therefore missed the registration rates for support workers or they had let their registrations lapse. The management team were required to remove these staff from their roles as support workers until their registrations were processed. We discussed this issue with the providers HR manager who assured us procedures were being tightened up immediately to ensure this issue is not repeated.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure that staff are trained to meet the needs of everyone within the service, the provider should carry out a full review of staff training needs within Maclehose Court.

NCS 5 Care Homes for People with Physical and Sensory Impairment -Management and Staffing Arrangements

2. The management team should introduce practice observations as a quality assurance method of staff practice.

NCS 5 Care Homes for People with Physical and Sensory Impairment -Management and Staffing Arrangements

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The management and leadership of the service has been through a lot of changes over the last year. In order to take the service forward we would hope that there is a period of stability within the service where plans can be developed and carried out.

People that live in the service told us that they were aware of the new management team and they found them to be an approachable, visible presence around the home. At the time of the inspection the new registered manager had only been in position a few weeks. They were able to describe to us some of the areas that they were hoping to improve and they demonstrated a willingness to engage with service users and staff to help develop the service. We would hope to see more of the outcomes from this work at the next inspection.

During the inspection we reviewed the services accident and incident records. In past inspections we have raised issues about not being informed about all the incidents that we should have. Despite seeing evidence that the management team have raised this matter at several team meetings we still found incidents that we had not been made aware off. (see recommendation one under this theme.)

The service management have been meeting with officers from the local health and social care partnership to go over their improvement plans and the service will continue to do this in the short term to ensure that improvement is monitored.

The service should ensure that they can evidence increased service user involvement within their improvement plans. We saw that the service had sent out questionnaires to service users to gather their thoughts on the service. They received three replies. This is not a representative figure from the total number of people living in the service and highlights that the service needs to reconsider how it engages with service users to get their input.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should ensure that their accident and incident forms remind staff of their responsibilities towards informing the regulator.

NCS 5 Care Homes for People with Physical and Sensory Impairment -Management and Staffing Arrangements

Grade: 3 - adequate

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The service should carry out a review of service user's and relatives opinions on the service's ability to support the social needs of the people living in the service, after the activities co-ordinator has been appointed.

NCS 6 Care Homes for People with Physical and Sensory Impairments - Support Arrangements

This recommendation was made on 4 July 2016.

Action taken on previous recommendation

This recommendation was made at our last inspection and also the one before it. Some feedback was gathered on activities following the last inspection but given the turnover of staff and management it has not really been taken forward.

An activities organiser has been appointed but they work four days on and four days off and on the days that they are off activities are not happening.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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 Jul 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
31 Mar 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
31 Aug 2015	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
24 Jul 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		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
31 Aug 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
6 Dec 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
27 Jun 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
20 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
20 Jul 2010	Announced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
28 Jan 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
24 Sep 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
23 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Sep 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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