

# Netherton Court Nursing Home Care Home Service

7-11 Netherton Road  
Wishaw  
ML2 0BP

Telephone: 01698 373344

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

**Service provided by:**  
Thistle Healthcare Limited

**Service provider number:**  
SP2003002348

**Care service number:**  
CS2003010587

## About the service

Netherton Court is a purpose-built two storey building situated in the Wishaw area of North Lanarkshire. It is accessible to public transport routes, bus, train or motorway. Service users are within walking distance of local shops and community amenities.

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body Social Care and Social Work Improvement Scotland took over the work of the Care Commission, including the registration of care services. This means that Thistle Healthcare Ltd continued its registration under the new body, the Care Inspectorate.

The building offers accommodation for sixty-three service users' in single bedrooms with full en-suite facilities. The care home has adequate facilities to accommodate couples. People who use the service have access to communal toilets and bathing facilities. There are shared public spaces, which are used for either lounge or dining room.

The aims and objectives for the care home are laid out in their information brochure, providing a service to older persons and those with dementia.

The garden is well kept, offering a secure, enclosed landscaped area to the front and side and people who use the service have access to garden furniture to sit outside. The view from the lounge areas is onto a fountain and a "memorial" tree as well as the traffic to and from Wishaw and Motherwell.

## What people told us

Three relatives and three residents returned completed care standards questionnaires. We spoke with two more relatives and several residents individually during our inspection. All said the vast majority of staff were good and that they were happy living there. People told us about activities they attended to occupy their day and about the trips out that they enjoyed. Some comments we received were:

- My relative's health has improved since living here
- My relative is happy and content when I visit them
- I can go to the staff or manager with any issues and they will be addressed.

## Self assessment

The Care Inspectorate is not currently requesting services to submit this.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

## What the service does well

We observed staff to have good knowledge of the residents and the vast majority showed a warm and caring nature, especially when spending time with people who were becoming distressed. Overall, they treated people in a dignified manner and we found people to look clean, tidy and well presented.

We heard about how people spent their day and about some activities organised by staff, dominoes, trips out in the new minibus and visiting entertainment. We heard about some support that was planned by the provider in the near future to assist the activity staff. This would make them well placed to build on this aspect for people living there.

The majority of staff told us that they received regular supervision from their line manager and had access to staff meetings. They told us that they found these useful and that senior staff were very approachable and supportive.

Feedback from residents and relatives was positive about staff and we heard that communication was good and that senior staff were approachable.

## What the service could do better

We found that personal plans did not contain consistent and up to date information to guide staff on how best to care and support each resident's needs. We were shown new electronic plans that looked to contain a much more person centred level of detail that were being worked on currently, but progress was slow. Requirement 2 made at the previous inspection had not been met.

The service had not yet fully established a consistent approach to the recording and monitoring of daily care across all shifts and units. We gave examples at feedback to the service. Requirement 3 made at the previous inspection had not been met.

The mealtime experience was not consistent for all residents. Whilst many people experienced a pleasant time with support being offered in a gentle and unhurried manner, this could be significantly improved for others. Recommendation 3 made at the previous inspection had not been met.

We sampled staff recruitment and found that best practice guidance was not always being followed. See recommendation 1.

We looked at training records. Staff we spoke told us that there were many training opportunities and gave examples of training they had enjoyed. However, there were new staff that had not received basic moving and assistance training and had had to wait over one month to attend head office for their induction training. Regardless of this, these staff were expected to deliver all aspects of care. See recommendation 2.

We observed that there were units in the home that supported people who had a high level of care and support needs, especially with nutrition and their stress and distress levels. Staff worked hard to attend to everyone's individual care and support needs. However, we concluded that due to staff being so busy delivering this level of care it had impacted on other aspects of the service including time that staff could spend engaging in meaningful activity and the mealtime experience for people. We had concerns that the current level of staff had led to the requirement around personal plans not being met, the inconsistent orientation process and the lack of moving and assistance training. See requirement 3.

## Requirements

### Number of requirements: 3

1. The service provider must ensure that residents' care plans set out how the health, welfare and safety needs of the individual are to be met. In order to do this the service must ensure that the care plans accurately reflect all the current needs of individuals and are evaluated regularly to demonstrate any improvement or deterioration in the person's health and well-being. Where risks to an individual have been highlighted in the care plan that this is supported with accurate up to date information on how to effectively manage the risk in order to prevent any detrimental effects on the persons' health and well-being needs. Staff must be familiar with the contents of the care plans in order to demonstrate they can safely provide the care and support needs of individuals as stated in their plan.

This is in order to comply with SSI 2011/210 Regulation 5 Personal plans.

Timescale: 31 December 2017

2. The service must ensure that care planning details how the health and safety needs of residents are to be met. In order to do this the service must:

- a) review the current paperwork for monitoring of daily care input to ensure this is efficient and person centred.
- ii) that where an issue is identified in the daily monitoring charts this is evaluated and appropriate care input is in place to safeguard the health and wellbeing of residents.

This is in order to comply with SSI 2011/210 Regulation 5(1), (2)(b)(c) - Personal Plans

Timescale: 31 December 2017

3. The service provider must undertake a review of staffing throughout the home to ensure that there are suitably qualified and competent persons working in such numbers as are appropriate to fully meet the health, welfare and safety needs of residents.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210), Regulations 15 (a).

Timescale - Within 10 weeks of receipt of this report the service must provide The Care Inspectorate a copy of the outcome of the staffing review.

## Recommendations

**Number of recommendations:** 3

1. The service should ensure that all staff are recruited following best practice guidance. Where they have deviated from this, then a record of the reason and process behind this should be detailed in the staff member's file.

Safer Recruitment Through Better Recruitment - November 2016

2. The service should ensure that a robust induction and training programme is in place for new staff. In order to this they should ensure that:

- a) there are clear records of any orientation and induction that staff receive
- b) that part of their induction is specific to their job role
- c) that the induction is within a reasonable time scale to their start date
- d) that mandatory training is provided and that the person is deemed competent in this training prior to them working unsupervised. This includes, but is not limited to, practical moving and assistance training.

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

3. The service provider should review the management of mealtimes to ensure that there are sufficient numbers of staff deployed to fully assist residents with eating and drinking where this is required.

National Care Standards: Care Homes for Older People Standard 5 - Management and staffing arrangements; Standard 13 - Eating well.

## 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).

## Inspection and grading history

Date	Type	Gradings	
27 May 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
5 Jun 2015	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
1 Jul 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
21 Jan 2014	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
29 Jul 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
24 Jan 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
31 Jul 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
1 Nov 2011	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
29 Jul 2011	Unannounced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	2 - Weak
19 Jan 2011	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
8 Jul 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
19 Jan 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
26 Aug 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
1 Dec 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
11 Jul 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - 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.