

Parklands (Care Home) - Buckie Care Home Service

High Street
Buckie
AB56 4AD

Telephone: 01542 836000

Type of inspection: Unannounced
Inspection completed on: 6 July 2017

Service provided by:
Parklands Limited

Service provider number:
SP2003001893

Care service number:
CS2003013765

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Parklands provides a care home service to a maximum of 50 older people in two modern, purpose-built single storey buildings located on the outskirts of the coastal town of Buckie. One building is called Parklands and the other Burnbank. Many of the rooms have en-suite toilet facilities and some also have en-suite showers. In both homes there are communal lounge and dining rooms; also toilets, bath and shower rooms. Parklands care home was first opened in 1993.

There is an attractive garden area between the two homes that is safe for the residents.

The service statement of purpose indicates; 'we aim to provide a warm and friendly atmosphere for our residents in their twilight years, in which they feel at home and in control of their own lives as far as is possible.'

What people told us

We received 12 care standards questionnaires from residents and 11 from relatives. All indicated that they were happy overall with the quality of the care provided. Comments made included:

"Excellent care home extremely well run and carers suited to the work they do. It is a pleasure to visit residents and my relative here, I am always made most welcome."

We spoke with five residents and five relatives during our visit. Comments were varied including:

"Staff try their best."

"The activities don't really interest me."

"It is ok but I would rather be at home."

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 the quality of the provision within the service.

From this inspection we graded this service as:

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

What the service does well

We found that the care staff knew the residents and their needs well. There were good communication systems in place to ensure care staff were kept up to date with changes in residents conditions. Therefore generally residents received responsive care that helped to alleviate their health issues. Residents who were at risk nutritionally were monitored regularly and if necessary were referred to an appropriate health professional. The cooks were aware of residents' dietary needs and could provide suitable food both in calorific content and texture. Residents were able to have snacks and drinks whenever they wanted. There was a good system in place to make sure residents at risk got sufficient hydration.

The service had introduced a new comprehensive care plan format that was being used across all Parklands' homes. All care staff could contribute to the care plans and this helped to ensure they were up to date. Some contained good person centred information to support staff to give the care needed and preferred. Plans were reviewed with the resident and a family member if appropriate at regular intervals.

A focus group of managers had met to reduce falls using Care Inspectorate guidance. This had resulted in improved accountability and training for staff. The manager completed a monthly overview of any falls documents to ensure all was being done to reduce incidence of falls.

The records for residents who had wounds showed that there was the necessary information to support staff and that the wound was treated as required.

There was good staff retention, and staff confirmed that they enjoyed working at Parklands and were committed to the residents. There were regular staff meetings and the manager was thought to be approachable and supportive to staff.

We found that residents and relatives were asked for their opinions about the service through meetings and questionnaires. Some suggestions from them had been taken forward. Residents were being consulted about improvements to the environment.

Management had a schedule of audits to check that all aspects of the service were working to a good standard. The quality of audits had generally improved since the last inspection.

What the service could do better

We found the new style care plan template fragmented and disjointed, making it difficult to understand the resident's holistic needs. Management state that the template is under review and is being improved continually.

The part of the care plan about the resident's mental health needs should be improved. We found that there was not enough detail to guide staff how to support someone who may be agitated and distressed. ABC charts were not being completed appropriately and were not informing the care plan. If someone was receiving medication for pain there was little information about the person's pain and where it was usually felt. Residents on 'as required' medicine to relieve distress and agitation, should have details in the care plan about symptoms and triggers and about alternative strategies to using medication. Some parts of some of the care plans were not complete including about finance, guardianship checklist, end of life care and about social and recreational needs. **(See Recommendation 1)**

The dining experience could be improved in Burnbank by reducing the clutter in the dining room. More residents might eat fruit if it was offered cut up or through making up 'smoothie' drinks. There could be more variety of

drinks offered throughout the day. Saucers should be offered with cups. Supper menus had few fresh vegetables. One care plan for a resident on a textured diet did not have all the guidance that had been provided by the Speech and Language Therapist. **(See Recommendation 2)**

The previous recommendation about ensuring that the room temperature where medication is stored is acceptable has not been met. Residents on covert medication should be reviewed monthly as per the service policy and best practice. **(See Recommendation 3)**

Activities could be promoted more for example through a news sheet to the bedrooms and more eye catching and understandable notice boards.

Aspects of the environment could be improved. There was stained furniture in both homes and tables in Burnbank which were worn and marked. Some residents' bedrooms overlooked the rubbish bins for the home.

The recommendation about improving dementia training will be continued. Frontline care staff should be able to access training equivalent to the skilled level of 'Promoting Excellence'. **(See Recommendation 4)**

The system of direct observations of staff to monitor their practice and assess training needs could be improved. Staff stated that they often did not get any feedback from the observation. **(See Recommendation 5)**

We found that there were various management initiatives that had come to a stop without being completed. Others were ongoing without action plans and timescales for finishing. **(See Recommendation 6)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 6

1. It is recommended that care plans are improved as outlined in the report.

National Care Standards, Care Homes for Older People: Standard 6 – Support plans.

2. It is recommended that management ensure that:

- a) dining rooms are pleasant uncluttered places for residents' meals.
- b) residents are offered fresh fruit in ways that are easy for them to eat or drink.
- c) supper menus are reviewed for vegetable content.
- d) review provision of drinks throughout the day and improve variety.
- e) offer saucers with cups.

National Care Standards, Care Homes for Older People: Standard 13 – Eating well.

3. It is recommended that arrangements for the storage, record keeping and administration of medicines should improve:

- a) the room where controlled drugs were stored should have its temperature monitored. If the temperature is over 25 degrees centigrade then action should be taken to reduce the temperature.
- b) residents on covert medication should be reviewed at least at monthly intervals.

National Care Standards, Care Homes for Older People: Standard 15 - Keeping well - medication.

4. Management should improve the quality of dementia training. The course for the dementia skilled level should equate to the SSSC and NHS Scotland Level 2 module of the Promoting Excellence Framework.

National Care Standards, Care Homes for Older People: Standard 5 - Management and staffing arrangements.

5. It is recommended that senior staff improve the system of direct observations so that staff benefit from the procedure. Feedback could help staff to change poor practice or build confidence through hearing about what they were doing well.

National Care Standards, Care Homes for Older People: Standard 5 - Management and staffing arrangements.

6. It is recommended that the provider ensure that quality assurance procedures and initiatives are based on best practice, are achievable and are followed through effectively to identified improvements.

National Care Standards, Care Homes for Older People: Standard 5 - Management and staffing arrangements.

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	
10 Aug 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
27 Oct 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Dec 2014	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
20 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	5 - Very good
13 Dec 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
22 Nov 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
15 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
27 Apr 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
18 Dec 2009	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Jul 2009	Announced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
17 Jan 2009	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 4 - Good
19 Aug 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 4 - Good

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