

Bruach House Care Home Service

35 Seabank Road
Nairn
IV12 4EU

Telephone: 01667 455988

Type of inspection: Unannounced
Inspection completed on: 9 August 2017

Service provided by:
Carolton Care Ltd

Service provider number:
SP2003907686

Care service number:
CS2008168451

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.

Bruach House is registered to provide a care service for up to 22 older people.

The service was registered on 1 April 2011.

The provider is Carolton Care Ltd.

Bruach House is a large Victorian house in Nairn which has been converted and extended. There are 20 single rooms and one double room. All rooms have en-suite toilet and sink facilities and nine downstairs rooms also have an en-suite shower. Some bedrooms upstairs have an en-suite with a bath facility. There is a shower room for shared use on the ground floor. There are two pleasant lounges and a dining room on the ground floor. There is a well maintained garden to the front of the building and an enclosed patio area to the back of the home which can be accessed directly from the building.

The first floor accommodation can be accessed via the stairs wells or the chair lift on the main stair well.

The provider operates another Care Home service in Nairn.

One director is the registered manager for both Bruach House and Carlton Care.

The aims of the service included.

'To provide all service users with a standard of excellence which embraces fundamental principles of good care practice.'

'Staff shall be responsive to the individual needs of service users and will provide the appropriate degree of care to assure the highest quality of life within the home.'

There were 22 people using the service at the time of the inspection.

What people told us

People who used the care service were invited to take part in the inspection by filling in a questionnaire or talking to the inspectors or the inspection volunteer. The majority of comments we received were very positive.

We spoke with eight people who were using the service and three relatives and carers. Five people using the service and five relatives returned completed care standard questionnaires to us. Everyone who returned questionnaires told us overall, they were happy with the quality of care they received at Bruach House.

People using the service told us:

'I like the staff, they have time to give me when I need it'

'The care is 100% here'

'I'm very comfortable here, I'm happy'

'The chef is wonderful, the food is always very good. We go out in the garden for ice-cream and tea on a nice day. I enjoy the music. The staff are very nice and so helpful. If you buzz for them they answer quickly. I would like to have a bath and my hair washed more often'

'I am happy here, I have made friends. I enjoy the meals. The staff are very good and helpful. I enjoy listening to the music and singing'.

Relatives and friends of people using the service told us:

'My family are pleased with the care provided for my mother'

'Very happy with the care, loves the music it lifts people's mood - the food is superb, the cook is good at everything he does'

'Staff are busy'

'I cannot fault the care and it has been consistent'

'The care is good, the staff are very good and do their best for [my relative] but there is not enough of them for the amount of care he needs'

'The staff are excellent with my mother, they have got to know her and know her needs and don't leave her too long in a chair if she is uncomfortable.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the methods the service was using to monitor the quality of the service they were providing. We discussed the services priorities for development and how they proposed to develop a service improvement plan and monitor the progress of this.

From this inspection we graded this service as:

| | |
|--------------------------------------|--------------|
| Quality of care and support | 4 - Good |
| Quality of environment | 3 - Adequate |
| Quality of staffing | not assessed |
| Quality of management and leadership | 3 - Adequate |

What the service does well

We found that overall the outcomes for the residents regarding their daily care and support remained good. However, further development was required to ensure that the home continues to provide positive outcomes for the residents as well as maintaining and improving upon good practice and enhancing people's experience.

Staff supported people in a kind and caring manner and people looked well cared for. The staff clearly knew the

people using the service well. People using the service had opportunities to make suggestions and told us they found the staff approachable. Staff had improved the care plans and these were regularly reviewed and updated. The information in the care plans gave us a sense of the person and contained some good information about the support the person needed. Staff were continuing to develop the care plans and should consider the outcomes and experiences of people when developing and evaluating these to ensure that these are as positive as they can be. Staff sought advice from other health professionals, where needed and followed their advice and treatment to support the health or well-being needs of people using the service.

People spoke highly about the staff and the care they provided. People using the service clearly enjoyed and benefited from the in-house music therapy which ranged from sessions on a one-to-one basis to group sessions. People engaged well and seemed to be having fun at the music session that was held out on the patio during the inspection. The patio in the enclosed garden area was directly accessed from the main building. People benefited from being able to go out doors if they chose to.

Mealtimes were sociable occasions and staff supported people who needed assistance with their meals. The chef took account of people's preferences and requirements. The meals smelt appetising, were well presented and people told us how much they enjoyed the food.

There were several positive aspects to the environment which included a choice of bright pleasant lounges. People had personalised their rooms which helped to give a sense of belonging and reassurance.

The management monitored the quality of different areas in the service and had developed some action plans to address areas where a need for improvement was identified. There had been delays in the progress of some improvement work due to other contributing factors, however the management planned to take action to address this.

The manager and staff worked with us in a positive manner and were helpful in providing the information we requested.

What the service could do better

The service should continue to develop a more person-led approach. The provider and management must ensure there are appropriate arrangements in place to ensure there are sufficient numbers and suitably qualified staff at all times to promote choice and wellbeing. **(See requirement 1)**

The service should continue to review and develop activities on a one to one basis and build on the good standard of care at Bruach House. People should be given more choice around when and where they have breakfast.

Although there was a risk assessment in place we found a number of issues that required further attention. The provider must make appropriate arrangement to ensure the premises provide a safe, pleasant and comfortable environment for the people who use the service. **(See requirement 2).** The areas of risk were discussed at the inspection feedback. The provider discussed that the action to address the infection control risks was already planned for October and that they would take prompt action to address the other risks that were highlighted.

The management and staff should reassess the environment and develop an action plan to enhance the environment for people to help them move around the home and find their way more easily. **(See recommendation 1)**

Although there was some good information in the care plans, there were some areas where additional information was needed to support the person's specific care needs. **(See recommendation 2)**

Although the medication management and processes were in general good, we found improvements could be made where medication was given on an as required basis. **(See recommendation 3)**

The provider should ensure they give consideration to providing information about meal times and menu choices in a format that is appropriate for those people who live with dementia or have communication difficulties. **(See recommendation 4)**

The provider should ensure safer recruitment and selection practices are used to employ all staff to ensure they are suitable and to safeguard the people who receive support and care in this service. **(See recommendation 5)**

The provider should ensure they fully implement the system of supervision and appraisal for all levels of staff who work in the service.

The service should further develop the way the monitor and assess the service provide and plan for improvements. This is to ensure the service continues to improve the quality of the experience for people using this service. **(See recommendation 6)**

Requirements

Number of requirements: 2

1. The provider must ensure staffing levels, staff skills and abilities are at all times appropriate to meet the health and welfare of people who use the service.

In order to achieve this the provider must:

a) undertake a full analysis of the needs of people using the service to determine the level of staffing and skill mix required

b) review staff deployment for supporting people using the service in relation to the lay out of the building over a 24 hour basis, ensuring that people using the service receive suitable care and support as and when they need

c) Ensure people's dependency levels are regularly updated and staffing arrangements are adjusted accordingly to promote and protect people's wellbeing.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210). Regulation 15

Timescale: 30 October 2017

2. The provider must ensure the premises provide a safe, pleasant and comfortable environment for the people who use the service. In order to do this the provider must:

a) ensure a robust risk assessment is carried out of the premises.

b) plan and take action to address areas of risk identified in the risk assessment within a reasonable planned timescales.

This should include action to address the following areas of risk highlighted at the inspection:

i) poor infection control arrangements for cleaning commodes and inadequate sluice facilities

- ii) poor infection control arrangements due to a lack of hand washing facilities for staff in the laundry
- iii) lack of alert or restriction to people using the service accessing the back stairwells and between the ground floor and the first floor and the stairwell from the first floor to the second floor
- iv) loose carpet and uneven flooring in an area of the corridor on the first floor
- v) poor lighting in some corridors
- vi) lack of handrails in corridors to support people with their mobility.

This is in order to comply with:

Regulations 4(1)(a) and 10 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

Timescale: An action plan to address areas of risk identified within reasonable and planned timescales must be submitted by 30 October 2017.

Recommendations

Number of recommendations: 6

1. The management and staff should reassess the environment and develop an action plan to enhance the environment for people using the service with dementia or cognitive or visual impairment.

National Care Standards Care Homes for Older People. Standard 4: Your Environment
Is Your Care Home dementia friendly? Enhancing Healing Environments (EHE) Environmental Assessment Tool

<http://hub.careinspectorate.com/media/302736/is-your-care-home-dementia-friendly-ehe-tool-kingsfund-mar13.pdf>
www.kingsfund.org.uk/dementia

2. Where people's skin is at risk the information about how this is managed should be clearly recorded in the persons plan so all staff are carrying out preventative care in a consistent way. Staff should ensure that when people are prescribed emollients and creams as part of their planned care, that they administer them as prescribed and record on the correct documentation that they have been administered by them.

National Care Standards Care Homes for Older People. Standard 14: Keeping Well - Health care.

3. Where staff administer medication prescribed on a 'when required' basis, the reason for administering the medication and effectiveness should be assessed and recorded.

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

4. The provider should ensure they give consideration to providing information about meal times and menu choices in a format that is appropriate for those people who live with dementia or have communication difficulties.

National Care Standards Care Homes for Older People. Standard 6: Support arrangements.

5. The provider should follow safe and robust recruitment practices to safeguard and promote the welfare of people using the service.

The provider should up date the recruitment policy in line with best practice guidance.

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

http://hub.careinspectorate.com/media/428646/safer-recruitment_final.pdf

6. The provider should ensure there are effective quality assurance systems and processes in place to assess the quality of the service they provide. Suitable arrangements should be in place to ensure that action planned to make improvements is carried out and that the action is effective in improving the outcomes for people using the service.

National Care Standards Care Homes for Older People. Standard 11: Expressing your views.

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 | |
|-------------|-------------|---------------------------|---------------|
| 14 Jun 2016 | Unannounced | Care and support | 4 - Good |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | 4 - Good |
| 29 Jul 2015 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 4 - Good |
| 7 Aug 2014 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | 4 - Good |
| | | Management and leadership | 4 - Good |
| 18 Jul 2013 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |

| Date | Type | Gradings | |
|-------------|-------------|--|--|
| | | | |
| 20 Jul 2012 | Unannounced | Care and support Environment Staffing Management and leadership | 5 - Very good 6 - Excellent 5 - Very good 6 - Excellent |
| 22 Jul 2011 | Unannounced | Care and support Environment Staffing Management and leadership | 5 - Very good 6 - Excellent Not assessed Not assessed |
| 30 Nov 2010 | Unannounced | Care and support Environment Staffing Management and leadership | 5 - Very good Not assessed Not assessed Not assessed |
| 26 Apr 2010 | Announced | Care and support Environment Staffing Management and leadership | 5 - Very good 5 - Very good Not assessed Not assessed |
| 12 Jan 2010 | Unannounced | Care and support Environment Staffing Management and leadership | 3 - Adequate 4 - Good Not assessed Not assessed |
| 16 Jul 2009 | Announced | Care and support Environment Staffing Management and leadership | 3 - Adequate 4 - Good 4 - Good 4 - Good |
| 10 Mar 2009 | Unannounced | Care and support Environment Staffing Management and leadership | 4 - Good Not assessed 4 - Good Not assessed |
| 27 Nov 2008 | Announced | Care and support Environment Staffing Management and leadership | 4 - Good 4 - Good 4 - Good 4 - Good |

| Date | Type | Gradings |
|------|------|----------|
| | | |

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