

Bonchester Bridge Care Centre Care Home Service

Bonchester Bridge
Hawick
TD9 8JQ

Telephone: 01450 860 241

Type of inspection: Unannounced
Inspection completed on: 28 September 2017

Service provided by:
St Philips Care Limited

Service provider number:
SP2003003516

Care service number:
CS2003015517

About the service

This service has been registered since 2003.

Bonchester Bridge Care Centre is part of the St. Philips Care Group, a national care company. The care home accommodates up to 24 older people in a large, converted country house. It is situated in a country setting on the edge of the small village of Bonchester Bridge, approximately seven miles from the local Borders towns of Hawick and Jedburgh.

What people told us

We received a range of positive comments from people we met and from people who returned questionnaires.

Comments included.

"Very satisfied, care and support and food second to none."

"Manager and staff excel in their duties."

"Feel completely confident in the care."

"Manager and staff have been informative and helpful."

"They (the staff) all work hard."

"Its good living here, the foods good."

"The staff put alot of thought into what they do."

Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead we will ask services for their improvement or development plan and discuss any improvements they may have made since their last inspection or intend to make.

From this inspection we graded this service as:

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

What the service does well

Care was being provided by a well led and managed staff team.

We found a warm supportive atmosphere in the care home. People were relaxed and they told us they liked the care home and the way staff provided support. We observed positive care being provided with attentive staff explaining what they were doing and offering choices. Families also expressed their appreciation for, and confidence in, the way the staff carried out their duties.

Personal plans were comprehensive. Care needs were assessed and, where necessary, a clear plan of care was put into place. Personal plans were being monitored and we could see examples of changes being made when needed. This meant care was planned and reviewed. People's needs were being reviewed regularly and we found examples where families were involved in reviews as appropriate. The service were routinely writing out to family members to invite them to be involved in the review process. All of the plans we looked at contained "Getting to know you" documentation which provided background information on the individuality and uniqueness of people living at the care home.

We saw one to one and group activities were being provided. Entertainers visited the care home regularly and we were informed about people being supported to get involved in community activities.

Medication records were generally well maintained. Medication was being appropriately stored and regular audits were taking place to ensure correct medication practice.

Staff morale was described in positive terms. The manager and depute were described as approachable, responsive, "hands on" and hardworking and this was appreciated and identified as a key strength by staff. Staff were supported through supervision, training and regular staff meetings.

The care home were involved in innovative work with Police Scotland to develop a national protocol to respond when adults are reported missing from care settings.

What the service could do better

Two people were prescribed "as and when required" medication for anxiety or agitation. Written information was needed for staff to ensure correct and consistent practice.
(See recommendation 1)

A lot of the training undertaken by staff was individual screen based elearning. Staff should be offered the opportunity to discuss what they have learnt and how this will affect the way they do their job.
(See recommendation 2)

Medication recording was generally good however we found occasional gaps in topical medication recording. This was being actively addressed by the manager.

People living in the care home have access to three separate lounge areas as well as a dining room and small library area. At feedback we discussed the challenge of ensuring that all individuals had the opportunity to stimulating activities regardless of their abilities or condition.

Inspection report

We noted the higher incidence of accidents and incidents in the care home between 17:00 and 21:00. The home had accessed additional funding due to the dependency levels of some residents. The provision of additional staff was discussed particularly after 17:30 when staffing dropped from four to three direct care staff.

The environment was not looked at in detail at this inspection however it was notable spending time in communal areas that the building does take a lot of wear and tear including scrape and impact damage. Parts of the care home are starting to look tired and in need of redecoration.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Written guidance should be provided to staff to guide staff on administering "as and when required" medication based on the needs of the individual for whom the medication is prescribed.

National Care Standards. Care homes for older people. Standard 5. Management and Staffing.

2. The service should ensure that methods are put into place to evaluate the effectiveness of elearning undertaken by individuals to confirm it is having a positive impact on the care and support provided by the individual staff who are undertaking the training.

National Care Standards. Care homes for older people. Standard 5. Management and Staffing.

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	
7 Oct 2016	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

Date	Type	Gradings	
12 Jan 2016	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 Oct 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
16 Jan 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Jul 2013	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
13 Dec 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	4 - Good
7 Jun 2012	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
13 Jan 2012	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	2 - Weak

Date	Type	Gradings	
29 Sep 2011	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	Not assessed
13 Dec 2010	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	Not assessed
20 May 2010	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Jan 2010	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
16 Jun 2009	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
13 Jan 2009	Unannounced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
15 Sep 2008	Announced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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