

Taigh a'Chridhe Uile Naomh Care Home Service

Daliburgh
Isle of South Uist
HS8 5SS

Telephone: 01878 700 338

Type of inspection: Unannounced
Inspection completed on: 22 November 2017

Service provided by:
Comhairle Nan Eilean Siar

Service provider number:
SP2003002104

Care service number:
CS2003009712

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

The service registered with the Care Inspectorate on 1 April 2011.

Taigh a' Chridhe Uile Naomh is a care home registered for 18 older people. The provider is Comhairle nan Eilean Siar.

The care home service is located in Daliburgh, a township in rural South Uist. It was purpose built and opened in 2008.

The 18 bedrooms have en suite shower rooms, 10 of the bedrooms also have a small kitchenette area.

There is one large, light and bright lounge area with other smaller lounges available for residents and their visitors. There is a main dining room, with another smaller dining area so that people have a range of choices regarding where they wish to spend their time.

The aims and objectives of the service include :

"to provide a high standard of personal and social care to older people in a residential setting so that each person is enabled to live as fulfilling and independent a life as possible".

What people told us

We were able to speak, and spend some time in the company of residents during the two days we spent in the home. Some of the people we spoke with were able to give us some feedback about the care and support they received in the home. People talked about being in a warm and comfortable environment, and of being supported by kind staff.

We also received some feedback from relatives :

"My relative /friend is well cared for ... She is happy, settled and comfortable within the environment of the care home and much of that is down to the hard work and dedication of staff".

"It would be helpful if staff wore name badges. Area outside is unsafe - inadequately fenced, broken gates".

"Staff work incredibly hard to provide an outstanding service. I have seen excellent care given to my relative. His needs are regularly reviewed and discussed with him and myself. Adequate staffing is crucial to providing good care and I hope staffing levels are given top priority in any review. Residents are treated with utmost respect and families are listened to. Very happy place".

Sometimes the choice for evening meal is limited and not very nutritious . e.g scotch pie or bacon and fried egg. No vegetables offered on this menu".

"Very Positive".

"Excellent".

"Input from Social Services excellent pre admission then no actual information re paying for care despite requests".

Some specific points raised in relation to individual care and support were discussed with the provider and manager during, and following the inspection.

Self assessment

The service was not required to submit a self assessment this year. The service has yet to develop and implement their own improvement plan and use of quality assurance paperwork.

From this inspection we graded this service as:

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

What the service does well

We found that the service demonstrated a very good standard of care and support. We also assessed that they had maintained the good standards evidenced in terms of management and leadership identified at previous inspections.

Throughout the inspection we observed staff to show warmth and respect to people living in the home. It was apparent from observing staff interactions that they were knowledgeable about individual needs and preferences, and that staff and residents got to know each other well. Individuals were being offered choices with regard to how they spent their day, and people were being supported to retain skills and previous routines so as to maximise their independence. Individuals looked well cared for and personal care needs seemed to be well supported. We found that there was a cheerful atmosphere, and saw staff spending time in communal areas chatting with residents and introducing activities such as dancing which were being enjoyed and helped to encourage people to move around and retain mobility.

As part of the inspection we looked at some care plans. We could see that work on care plans had continued to progress and we concluded that overall these supported staff to understand a person's daily needs. There was some very good person centred information in individual care plans and there was evidence that families had been involved in this process. This allowed staff to have a more complete understanding of what was important to the person, including important information about previous achievements and key events which supported meaningful interactions. Reviews were being arranged on a regular basis, and the documentation being maintained of these meetings would support staff and management to follow-up effectively on any issues raised.

We observed the mealtime experience and saw that appropriate support was being provided where this was required, and that there was very good knowledge evident from the wider staff team regarding likes and dislikes. Regular snacks were being offered throughout the day, and we saw that residents enjoyed a good choice of home baking being made regularly available.

There was evidence of effective relationships with the wider professional team. Staff in the service made regular referrals to the GP, to community nurses and to allied health professionals as appropriate. Feedback indicated that this meant that people received the support that they required to manage any health conditions.

Efforts were being made to work collaboratively with other agencies to improve opportunities for social activities. A link with a local nursery has led to a weekly play session taking place in the care home, followed by the children joining residents for lunch. This seemed to be enjoyed by all concerned, and created interest and interaction. Speech and Language therapy were leading on a pilot aimed at developing innovative activity and meaningful interaction. Initial sessions were going well and we heard that management and staff were receptive to this support so as to develop individual experiences in the service.

The environment at Taigh a' Chridhe Uile Naomh is very good. The care home appeared well maintained and appointed, very clean and we observed thorough and attentive housekeeping. Bedrooms and communal areas were pleasantly furnished, and the home was warm. We particularly noted that new specialist seating had been purchased which we thought contributed to the welfare and comfort of some people who had particular needs in this area.

Overall we found that this care home provided a pleasant, warm and caring environment to live in.

What the service could do better

It was clear that the home had been experiencing some difficult staffing problems and that this had meant that the day-to-day operation of the service had taken priority, resulting in some gaps in completing some of the management and monitoring tasks. A new senior care worker had recently come into post, and the management team were hopeful that with some recruitment to care worker vacancies these were areas that they could, going forward, more effectively target.

We concluded that the provision of staff training needs could be improved. The service needed to update their records, however, overall it seemed as if there were gaps in the provision of training. This included mandatory training such as moving and handling and also basic training courses which they set out to provide through on-line courses. It was also evident that some staff could be waiting some time, beyond induction, for some core courses to be available. Training needs should also be reviewed to take into account important areas of care such as the use of assessment tools (MUST, Skin assessment) and administration of midazolam medication. **(See recommendation 1).**

Although care plans were overall of a good standard we felt that a more responsive approach was required to ensure that a comprehensive plan, which included appropriate risk assessments, was in place within a month of the person starting to use the service. We saw that at times there was a delay in achieving this, which we concluded would not best support staff to provide care in the most appropriate way. **(See recommendation 2).**

We saw that over the period being inspected the use of management tools such as supervision and team meetings had been sporadic and limited. This was because of the staffing issues being experienced. We would therefore recommend that the service develop the use of these opportunities to support staff development, to monitor progress and to promote service improvement. **(See recommendation 3).**

We checked practice in relation to the administration of medication and found that this was overall satisfactory. However, we concluded that some improvement could be made to the records held to support some aspects of medication recording. This included the administration of warfarin, as required medication, and topical

medication. We have made a recommendation asking that they review how they record administration of these medicines or preparations so as to ensure that best practice is upheld. **(See recommendation 4).**

We noted at inspection that the garden area around the home had not been well maintained. Some of the fences had fallen down, leaving an area that despite beautiful scenery, did not look attractive and which was not secure and safe. This is an area, which if properly attended to, could be a pleasant space for people to enjoy in good weather. **(See recommendation 5).**

We identified that there were some areas where the service would benefit from extending their use of quality assurance audits to check what was being achieved, their areas for improvement and to check compliance in key areas. In the preceding period the emphasis had been on maintaining service delivery, but we concluded that going forward, a system of audits in the service, aimed at areas where improvement or development was indicated, would support them to address these effectively. **(See recommendation 6).**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 6

1. The service provider should review and evaluate the arrangements they have in place to support staff training. This would be ensure that staff develop the skills relevant to the work they carry out.

We would recommend that they review the training plan on an on going basis , and in doing so :

- ensure that arrangements are implemented which will allow staff, including new staff,to achieve training, including refreshers, within appropriate timescales.
- ensure that suitable arrangements are made for the provision of any courses to be provided though on line courses so that staff have the resources , including time to carry these out.
- provide adult support and protection to the staff group.
- provide training in carrying out relevant assessments in areas such as skin care needs and nutrition.
- provide training to staff in administration of midazolam.

This is in accordance with the National Care Standards, Care Homes for Older People: Standard 5 - Management and Staffing Arrangements, 3, 4, 5, 7, 8

2. The provider should ensure that each person has a comprehensive personal plan, which includes all relevant risk assessments, in place within 28 days of the person first receiving a service.

This is in accordance with the National Care Standards , Care Homes for Older People: Standard 6 : Support arrangements

3. The provider should implement staff support and development tools such as supervision and team meetings in accordance with best practice and their own organisational policy and procedure.

This is in accordance with National Care Standards , Care Homes for Older People , Standard 5 , Management and Staffing Arrangements 1,2,3

4. The provider should ensure that clear records are maintained to support the administration of medicines and topical preparations. In order to achieve this consideration should be given to medication that might be taken in varying dosages, topical preparations and as required medication. In doing this the provider should refer to up to date best practice on record keeping concerning the administration of medication.

This is in accordance with National Care Standards for Older People , Standard 15 - Keeping Well - Medication .

5. The provider should ensure that the grounds of the home are maintained in a way that ensures that they are a safe and pleasant space, and that where appropriate, and when weather allows, they can be enjoyed by people living in the home.

This is in accordance with National Care Standards for Older People , Standard 4 - Your Environment 1,2

6. The provider should ensure that there are effective and relevant quality assurance systems, audits and processes in place to assess the quality of the service they provide.

This is in accordance with the National Care Standards , Care Homes for Older People , Standard 5 - Management and Staffing Arrangements -4

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	
9 Nov 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
14 Jan 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
9 Feb 2016	Re-grade	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
18 Jun 2015	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
2 Jul 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
7 Aug 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
16 Aug 2012	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Nov 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
16 Nov 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
22 Jul 2010	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
9 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent Not assessed Not assessed
21 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good 5 - Very good
10 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
20 Jun 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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