

Lisden Care Home Service

63 Brechin Road
Kirriemuir
DD8 4DE

Telephone: 01575 574499

Type of inspection: Unannounced
Inspection completed on: 13 December 2017

Service provided by:
Balhousie Care Limited

Service provider number:
SP2010011109

Care service number:
CS2003010719

About the service

Lisden care home is part of the Balhousie Care Group and is situated in the Angus town of Kirriemuir. It is registered to provide a care service for 42 older people. It offers accommodation in two defined units. Kinordy provides care and support to a maximum of 16 service users with advanced dementia or other cognitive impairment related issues. The main part of the home is on two floors (Airlie and Glamis) and offers 26 beds caring for elderly residents with nursing needs. All rooms are single with en-suite facilities and the home has access to a range of local amenities. The home provides a warm and friendly environment for residents and visitors and is maintained to a good standard.

What people told us

Prior to this inspection we sought feedback from people who lived in the home and their relatives through CSQs (Care Standard Questionnaires). We received eight completed questionnaires. Some of the comments were:

'The refurbishments taking place at the home are making a difference. It looks more cared for and attractive.'

'The staffing appears more stable with less 'bank' or 'agency' workers. This helps my relative as she knows more of the carers and feels more comfortable.'

'The nursing staff are very approachable and always take my concerns seriously'

'All of the carers I have met are very kind and considerate and take a pride in their work'

'I find the manager very defensive when challenged and although meetings have been held, improvements are not always implemented.'

'Having a depute manager seems to have improved the overall running of the business'

'My mum has settled extremely well into Lisden, participates with staff, enjoys social events and is constantly encouraged and supported by staff. Her mental health has improved immensely'

'I think the quality of care is very good. Excellent in fact.'

'I have a condition which is rare. Staff have expressed an interest by reading material on it.'

Our inspection volunteer also spoke with residents and relatives during the inspection, who told us:

'I'm immobile and need assistance but don't have to wait any time at all'

'The food is okay but my room is small and warm.'

'Since the assistant manager, Catriona, has been appointed things seem more organised.'

'Most of the staff are good'

'Staff are good but sometimes when phoning the home it goes to answer machine and they don't call back.'

Self assessment

The service was not required to submit a self-assessment this year however, we discussed and considered Lisdén's development plan as part of our inspection which gave some indication of the priorities for improvement and how they will monitor the quality of care given in 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	4 - Good

What the service does well

Staff were seen to interact positively with residents. We observed staff to support residents with kindness, consideration and respect for their individual choices. Residents appeared relaxed and comfortable talking to staff. During lunch we undertook a SOFI (Short Observational Framework for Inspection) and saw good examples of care. For example, staff sat with the residents talking about Christmas whilst they ate and when one resident became agitated, staff distracted her by offering to take her for a short walk before she returned to finish her meal. Residents appeared to enjoy the choice of food which was served to them by the chef in the main dining room.

We looked at a sample of care plans and found them all to contain person-centred, one page 'Getting to Know Me' profiles that included an up-to-date photograph of each resident along with information about their likes, dislikes, preferences and what's important to them. We saw that health assessments had been completed and there was evidence of appropriate referrals to other agencies such as podiatrist, district nurse and nutritionist. In Kinordy unit we saw good evidence in care plans of potential triggers of challenging behaviours and possible responses to minimise discomfort for residents. We were pleased to see that several staff had received specific training as dementia ambassadors and 'Caring for Smiles' oral care champions to enable them to be a source of best practice, information and advice. These staff were clear on their roles and were promoted throughout the home. We referred the manager to the 'My Life, My Care Home' document to help stimulate self-reflection and improvement planning within the home, particularly in Kinordy.

We examined medication administration records and discussed the process with the staff nurse on duty. We were satisfied that this was being well-managed and staff confirmed they had received training in medication administration.

It was good to see an enthusiastic activities co-ordinator who had recently undertaken 'Oomph' training to deliver a wellbeing and activity programme within the home. She told us that one of her achievements was when she encouraged communication with a resident who had non-verbal speech difficulties. During our inspection activities such as chair exercises, weaving classes and a Christmas pantomime took place which residents appeared to thoroughly enjoy. The co-ordinator told us that she recognised the need to improve activities for residents with challenging behaviours which will enable all residents to enjoy meaningful recreation time.

We looked at staff recruitment files and could see that all appropriate checks had been done. Staff demonstrated competency in their ability to care for residents and told us they had received a good induction followed by a probation period during which they had to register with the SSSC (Scottish Social Services Council).

We could see evidence of group supervision taking place where practice issues such as record keeping and oral care were discussed. We urged the manager to ensure these meetings are inclusive and participatory to encourage better involvement with all staff.

During our visits we saw that residents experience a good quality of life in a pleasant environment. Residents confirmed that they are well looked after.

What the service could do better

During our inspection we were aware of the buzzer system ringing for extended periods of time when there appeared to be several staff available. The manager agreed to address this immediately to ensure residents are not waiting for help any longer than is necessary.

Relatives told us they have to wait for considerable periods of time before either the front door or main phone is answered. The manager advised that this can occur when the admin support is on leave and agreed to look at how this can be improved.

We noted that care plans in Kinordy were stored in an open cabinet and could be accessed by anyone which raised the issue of confidentiality. The manager agreed to implement a more secure storage system.

Meetings with residents were held regularly and we could see the possibility of themed meal nights were discussed. We advised the manager to consider inviting the chef to these meetings so residents could talk about their nutritional needs directly with him.

During our inspection we observed window restrictors on the ground floor windows but one window on the first floor, directly above the courtyard, was found to be able to open fully. We raised this with the manager who immediately instructed the handyman to install a window restrictor and check the remainder of the windows in the building. We were satisfied that this issue was addressed during the inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings	
26 Oct 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
25 Mar 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Nov 2015	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
13 Mar 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
23 Dec 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
13 Oct 2014	Re-grade	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
30 Oct 2013	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
1 Mar 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
21 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
7 Jul 2010	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
18 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
9 Sep 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Feb 2009	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
25 Jul 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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