

Northgate House Care Home Service

Northgate Quadrant
Balornock
Glasgow
G21 3RB

Telephone: 0141 558 3222

Type of inspection: Unannounced
Inspection completed on: 12 January 2018

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Care service number:
CS2011300712

About the service

Northgate House is in the Balornock area of Glasgow, near to local facilities and public transport. It is a purpose built care home, with garden space and parking for visitors. It is part of the HC-One Limited company. It is registered with the Care Inspectorate to provide a care service up to a maximum of 59 older people in the following units:

- Ground Floor Clyde Unit - 16 older people with mild cognitive impairment
- Ground Floor Mungo Unit - 18 older people with mild to moderate dementia
- First Floor Campsie Unit - 10 older people who are frail
- First Floor Martha's Unit - 15 place frail older people with mild cognitive impairment requiring Intermediate Care.

Northgate House aim is to; 'provide a high standard of care, support and safety for each resident, in order to meet their individual needs. This will allow the resident to experience a good quality of life whilst maintaining their individuality and self-esteem.'

The service has been registered with the Care Inspectorate since 2011 and was previously registered with the Care Commission.

What people told us

We spoke to residents who told us that they were satisfied with the quality of care they received at Northgate House. Comments included:

'We are all well treated here'

'The carers treat me like one of their family. I am very happy here'.

We also spoke to relatives. Their comments included:

'The staff have been very attentive towards my wife and I cannot fault any of them'

'Staff always inform me as to my brothers well being and if any problems arise at the home'

'My relative has dementia, I am kept up to date'.

Self assessment

The Care Inspectorate has not asked services to provide self-assessments in this inspection year.

From this inspection we graded this service as:

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

What the service does well

Residents told us that they were happy with the care and support they received at Northgate House. We saw staff taking time to support residents and treat them with respect.

Relatives, generally, appreciated the service. They had confidence in the quality of care given and said that the service kept them informed about their loved ones' care which helped them feel actively involved.

Care home residents should be seen as individuals with their own interests, preferences and support needs. The care plans and care reviews we saw demonstrated this approach which resulted in care being centred on the specific needs of the individual resident.

People should live in an environment that encourages stimulation and engagement. We saw staff taking time to sit and chat with residents which helped keep them stimulated and involved in discussions about life in the home and outside.

Nutrition plays an important part in ensuring the well being of individuals, particularly those with complex health needs. Residents told us they enjoyed the variety of meals they had to choose from. We saw evidence that Northgate House monitored residents' dietary needs on an on-going basis, ensuring good outcomes for residents. This included helping residents gain and maintain healthy weights.

We expect services to monitor the skin condition of residents closely because reduced mobility can increase the risk of serious skin conditions. Residents should be confident that those caring for them are able to take action to avoid or appropriately treat these. There were very few instances of skin problems in Northgate House due to the service's system of monitoring skin conditions and taking action where problems occurred.

Residents have a right to consistency in their care, whatever time it is given. The service had systems in place to ensure consistency. This included well organised staff handovers which ensured staff had the right information to ensure the continuity of care and good outcomes for residents.

What the service could do better

Residents should have choices about how they spend their day. We observed most of the residents in the Mungo unit being confined to one lounge. Staff told us that there was not enough staff to observe people and ensure their safety, if they were not restricted in this way. In our view, this places avoidable restrictions on movement and choice and results in poor outcomes for residents. See Requirement 1.

Supervision provides staff and management time to discuss support given to residents and how that might be improved, as well as looking at how skills might be developed. We found that some staff did not receive supervision on a regular basis meaning that they did not receive opportunities to review and develop their practice. See Recommendation 1.

We found that staff practice in some areas could be improved. These included infection control and management of medications. The service had had a number of infection outbreaks in a relatively short period of time. Also, we saw some evidence of staff not following the service's medication procedures. Staff should be supported in these areas and in their practice generally by having direct observations of practice carried out to ensure that their work supports good standards of care. See Recommendation 2.

Care plans lacked detail on appropriate meaningful activities for residents. Meaningful activities should include activities within Northgate House, links with the local community and activities that the individual resident values and enjoys. The service should consider introducing outcome focussed care planning, including identifying meaningful activities. Staff should be trained and supported in delivering outcome focussed care including supporting residents in meaningful activities. See Recommendation 3.

We saw some good examples of quality assurance audits, including measuring falls. We found that these were not always used to actively support improvements in the quality of care. Management should use existing systems of measuring quality to analyse issues and develop solutions and improvements to care. See Recommendation 4.

Requirements

Number of requirements: 1

1. By 19 April 2018, the service must demonstrate to the Care Inspectorate that:

- (a) the staffing levels within the Mungo Unit are sufficient to allow residents to choose how they wish to spend their day.
- (b) residents within the Mungo Unit are given opportunities to move freely within the unit if they choose, when it is appropriate and safe.

This is in order to comply with Regulation 4 of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010)

Recommendations

Number of recommendations: 4

1. Support and supervision of staff is a key element in ensuring quality of care. To achieve this the service should ensure that all staff receive supervision on a regular basis. This should be scheduled in advance.

National Care Standards, Care Homes for Older People: Standard 5, Management and Staffing.

2. Staff should follow best practice standards at all times. To achieve this, the service should support staff to follow policies and procedures by introducing a system of observed practice of staff by managers. This should include infection control and management of medication.

National Care Standards, Care Homes for Older People: Standard 5, Management and Staffing.

3. The service should review care plans to ensure that they include meaningful activities for residents. The service should consider how staff could be supported in delivering outcomes and meaningful activities.

National Care Standards, Care Homes for Older People: Standard 5, Management and Staffing.

4. Improvements in the quality of care can be developed by the use of quality audits. The service should make more active use of its existing systems of audits and identify areas for improvements in the quality of care.

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	
9 Nov 2016	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
24 Nov 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
7 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Mar 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
22 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
24 Jan 2013	Unannounced	Care and support	4 - Good
		Environment	Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	4 - Good 4 - Good
27 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 3 - Adequate
5 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 2 - Weak 3 - Adequate

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