

Marchglen Care Centre Care Home Service

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Service provided by:
Caring Homes Healthcare Group Limited

Service provider number:
SP2013012090

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CS2013318121

About the service

Marchglen Care Centre is a purpose-built care home in the Fishcross area of Clackmannanshire providing care for up to 36 people with a wide range of needs. The service is provided in four separate units, three of which have single room accommodation. The fourth unit can accommodate six people in bed sit type accommodation with en-suite shower facilities.

Two of the units accommodate people with physical care needs, including complex care needs and two support people with learning disabilities, one of which provides care and support for people with learning disabilities who may present stress and distress behaviours.

The building is a new build finished to a very high standard and includes pumped oxygen and hoist tracking to meet the needs of individuals. There is a well equipped open plan communal area used by people living at Marchglen, their families, visitors and staff. Each of the four units also has good communal space available. The service employs an activities co-ordinator and an occupational therapist who work in groups and with individuals to help people achieve their identified goals.

What people told us

Throughout this inspection we met and spoke with people using the service and their relatives. We also received comments from completed Care Standard Questionnaires. We received feedback from 13 people living at Marchglen and spoke with seven relatives. We also spoke with five professionals involved in supporting people.

People who lived in the home told us:

- 'The home is brilliant and they make me feel one of their family, I love it here.'
- 'I feel able to talk to the staff at any time.'
- 'The staff are mostly stable but a few have left and new people have taken their place.'
- 'The staff do an excellent job and I feel they know how to look after me.'
- 'There is always someone on hand to support me when needed.'
- 'Staff always seem to have time to help me, never an issue.'
- 'Same staff everyday over a week and have got to know them and them me.'
- 'Staff always eager to support my needs, help with everything, keep my family involved.'
- 'I love it here it is a real home from home.'
- 'Staff support me the way I like.'
- 'Staff very helpful, friendly, easy to talk to.'
- 'Staff second to none.'

Three people talked about feeling that the numbers of staff in the service seemed low at times especially when staff were off sick or on annual leave. They also talked about how they felt when there were changes with the staff looking after them. Their comments included:

- 'I feel anxious that I may not be understood and that the new staff may not know me as well.'
- 'I feel like staffing levels are low and they don't have much time to do their jobs due to this.'
- 'There is too much variability in the staff.'
- 'Sometimes they are called in from other units and do not know me.'
- 'Staff barely have enough time to cover basic needs.'
- 'At this time of year holidays and sickness, very often short of staff, generally smooth over very well. Any shortage doesn't affect me during the day, haven't missed out on anything.'

We discussed these comments with the service manager during the inspection. Family members spoke highly of their communication with the service and staff. Their comments included:

- 'Everything here is good, staff friendly, welcoming, never feel you are a bother.'
- 'Can express my opinion anytime and manager always available.'
- 'Staff very welcoming and getting to know X and what he likes.'
- 'Always somebody to speak to if we want to discuss anything.'
- 'X is very happy here'.
- 'X does a variety of enjoyable things.'
- 'X always clean and well cared for, staff are wonderful interested in all of the people and treat them like family'.
- 'Staff always about and know X well.'

Self assessment

We did not request a self assessment this year. We looked at the service's quality assurance systems and discussed how outcomes from these and the views of people living at Marchglen help identify priorities for service development.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

The standard of care and support provided to people living at Marchglen was very good. The atmosphere in the care home was relaxed and homely and staff had clearly built positive trusting relationships with the people they supported and their families.

People were involved in providing important information which was used to inform the care and support they received.

Some residents referred to feeling the service was short-staffed at times. We could see that the service worked hard to cover staff absences and to ensure appropriate staffing levels were maintained. During our inspection there appeared to be sufficient staff to meet the needs of individuals (see Quality Theme 4).

People's personal support plans provided a strong level of information and guidance for staff on how to support the person appropriately. People's choices and preferences were being met for example staff were seen to support people to maintain their chosen routines and plans for outings and activities.

The service continued to promote the presentation of support plan information in different formats. We spoke to one person who had developed a DVD which they were happy to share with us. They spoke positively about their involvement in producing their support plan in this way and were happy this reflected what was important to them. Our observations of staff practice, showed that they followed the guidance set out in people's plans.

Staff maintained records detailing the support provided for each person and regular evaluations helped to ensure care provided was in line with the person's current needs and preferences. We saw evidence of reviews of people's support taking place. People were encouraged to give their views about what was working well with their support and what they would like to change.

We suggested review documentation could more clearly demonstrate a summary of the agreed actions and personal goals people wanted to achieve. As well as clearly stating those responsible for taking forward actions, with timescales for completion. This will help to promote a greater focus on people's personal goals and to measure the effectiveness of support in helping them meet their goals.

Some people had regular short breaks at Marchglen. One family member told us how their relative enjoys the company, activities, and accessible environment at the home. They told us how important it was to them knowing their relative was happy and relaxed during their break. They commented: 'I can relax knowing X is safe comfortable and happy'.

We looked at care plans and records completed for people who were having short-term respite breaks in the home. We discussed with the manager and staff how information about people's needs and any changes since their last respite stay could be more clearly and consistently recorded. The service had introduced a new format of care plan for people having short-term respite stays and will review how this is working in practice.

There were a range of risk assessments in place which were focused on maintaining people's safety and protecting them from harm. We saw very good examples where staff had worked well with individuals and those involved in their care to agree risk management strategies. These were seen to prioritise people's safety and wellbeing whilst respecting their individual choices.

We observed staff working with people in a warm, compassionate and respectful way. Staff appeared to know people well and were attuned to any subtle changes in their presentation and demeanour and what this might mean for them. Staff were observed providing support which was responsive to people's changing needs and circumstances.

The service employ an occupational therapist who was an integral member of the team. We were pleased to see how this role was further helping to promote people's independence and confidence in a range of areas. This approach helped in supporting further improvements in people's quality of life.

The service continued to build positive working relationships with a range of health and social care professionals. We heard from one relative how this collaborative approach was helping support improvements in their relatives health, and independence. Professionals we spoke to talked of staff being receptive to advice and motivated to take on board any recommendations they made.

The service employed an activities coordinator and we observed people enjoying group activities which appeared fun, and inclusive. The activities coordinator was enthusiastic in supporting and planning a programme of varied activities both one to one, and in groups, led by people's needs and personal preferences.

We heard from some residents about their achievements in community sporting events, and various outings, and holidays they had enjoyed. We could see how these person centred activities had a positive impact in supporting their independence, confidence and overall wellbeing.

The service should continue to encourage the staff team to support people to incorporate physical activity, social activity and engagement into their daily routines. They should also develop further their evaluations of people's experiences of participation in activities. They should demonstrate how this information is used to help plan future experiences and opportunities which support people's independence, and help them engage in activity which is meaningful to them.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found that the service were performing at an excellent standard in relation to this theme. There was a very friendly and welcoming atmosphere within the service. We observed positive relationships between staff, residents and visitors.

Relatives told us they felt welcome and were encouraged to visit their loved ones at any time. They told us how this helped their relatives to relax and settle into the home environment and helped them continue to be a part of their family members life.

The services dedicated housekeeping team followed a clear programme of cleaning and housekeeping duties. Housekeeping staff were clear about their roles and took a pride in maintaining a clean and fresh environment.

Residents and relatives we spoke to told us 'the place is always spotless'. They talked about the layout of the environment and how they benefited from the 'space and easy access for getting about'. The layout enabled them as much space and independence as possible, whilst still maintaining a homely look and feel.

The availability of the occupational therapist in the service was valuable in providing support around adaptations and equipment which enhanced people's mobility, independence and overall comfort.

There were forums for people to raise any issues or ideas they had for improving the environment. Residents were involved in routine audits of the environment and we could see suggested actions were followed up. This demonstrated people's views were valued and people could see that their input influenced change.

The manager was considering ways to support greater involvement of residents and their relatives in service audits. We look forward to reporting on progress with this at our next inspection.

We suggested the service consider introducing the Kings Fund Environmental Audit tool. This will help to identify and monitor how the environment is supporting the needs of people who have a diagnosis of dementia. We provided the manager with resources and he was keen to consider any changes which might enhance people's independence and ability to move around the home.

There was a rolling programme of redecoration and refurbishment in the service. The corridor areas had been redecorated to reflect different themes based on the ideas and preferences of residents. This was in keeping with the personalised and homely decor of the units and other communal areas of the service.

The service had further developed the large communal space in the middle of the service to support the different purposes and ways people wanted to make use of the area. Residents had been involved in choosing the décor and some people had enjoyed being involved in shopping for the various items to make the room homely and comfortable. There were facilities for people to access drinks for themselves and their visitors and we saw families using the space to relax and enjoy visits with their relatives. The area also proved to be a popular setting for people coming together for group activities and to enjoy organised entertainment. It was good to see that people felt at home and had a sense of ownership and pride in their surroundings.

We looked at a range of health and safety and environment checks and found well established systems in place to support people's safety.

A full-time maintenance person undertook regular checks of equipment, responding to any maintenance queries or repairs timeously. This meant the environment continued to be very well maintained.

There were robust systems in place to refer to contractors when jobs were beyond the remit of the maintenance person. Monitoring checks were in place which ensured that any issue raised was prioritised and progress tracked.

There was evidence of the manager and provider monitoring any repairs outstanding and considering the potential impact on residents through robust risk assessment. We could see where risk measures were agreed and in place to minimise any impact on outcomes for residents, staff and others.

We found the staff team worked well together to support excellent standards in maintaining an environment which reflected people's choices, enhanced their quality of life and prioritised their safety and wellbeing.

The service should continue to look at ways to support people's involvement in developing and improving their environment. They should incorporate people's views and ideas for improvement in their overall development plan for the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of staffing

Findings from the inspection

Staff demonstrated a natural and positive understanding of person centred support. Residents and relatives told us staff were very caring and interested in them and in their families. We observed staff working with people in a warm and respectful way which upheld people's dignity, privacy and individual choices.

Staff demonstrated a very good understanding of people's communication needs and what specific gestures, expressions and behaviour might be communicating. This was critical in ensuring people's views were understood and they had the support they needed to make informed choices and decisions.

Staff were responsive to people's needs and were proactive in implementing support strategies which helped distract and de-escalate situations when individuals were displaying stress and distress reactions.

Staff appeared motivated to learn and develop their practice to improve outcomes for residents. They spoke positively about the training they received. They found classroom based learning and e-learning modules accessible and informative in guiding their work with people.

We heard how the service would source a wide range of training to ensure staff were equipped to meet the needs of people living at Marchglen. This included regular practice updates from specialist professionals. This helped to support staff confidence in their practice and to ensure their work with people reflected up to date best practice.

One nurse working in the service told us they would hold informal workshops with staff supporting learning in different areas of practice. This was beneficial in promoting a consistent approach in the support provided to people.

Some staff also had lead roles in supporting staff training in areas of practice such as moving and handling. This helped support their learning and development and contributed to a shared learning approach. The service should continue to support staff to build their knowledge and skills and should encourage and embed a positive learning and supportive culture across the service.

Records confirmed that staff received supervision on a planned and regular basis. Staff told us that this was a positive experience and enabled them to voice any concerns or issues they had. There were also regular team meetings with staff which offered the opportunity to discuss support provided and to share practice experience.

We discussed with the manager how supervision and team meetings could be further developed to support a greater focus on reflective learning, and include regular discussions about policies and best practice.

We also suggested team meetings would be ideal forums to lead discussions around the aims and objectives of the service and to share ideas for improvements to form part of the overall service development plan. This would help promote a shared understanding of the priorities for the service and the role of the team in taking these forward.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of management and leadership

Findings from the inspection

There had been a change of service manager and a depute had also been appointed since the last inspection.

The manager and depute had built positive relationships with residents, and their relatives who spoke about having very good communication with the manager and staff team. People spoke about being kept up to date with regards to any changes with their relatives and personal plans had key information about important contacts such as next of kin, and guardians or power of attorney. People were confident that any issues they raised were addressed appropriately.

Staff appeared positive about the changes in management although some staff voiced they found the change unsettling. We discussed with the manager the central role of management in effectively communicating the shared purpose and direction of the service and in motivating and developing the staff team. The service were committed to continuing to develop effective communication and to promote the ethos of team work and responsibility across the service.

Overall staff felt the manager and depute were approachable and available to speak to if they had any concerns, or ideas regarding how the service could improve.

The manager and depute were present in the service and would work alongside staff in the different units in the service. This provided valuable opportunities to observe staff practice and to consider any improvements in procedures or practice which may enhance the quality of support for people.

There was a methodical approach to managing and monitoring key management tasks and a strong commitment to quality assurance particularly involving people living in the home and their relatives.

There were well established systems in place to monitor key areas of the service's activities such as audits of finances, support planning, accidents and incidents and medication audits. We could see any suggested improvement actions were identified and were monitored to ensure expected actions were addressed within set timescales.

The provider's electronic reporting framework was a valuable tool used to help support robust oversight of a range of areas of service delivery. This was central in monitoring service quality and in identifying additional support or resources to support areas for improvement.

It was suggested at the last inspection of the service that the creation of a service development plan may help the manager plan and prioritise improvements and developments in the service. We discussed this in detail with the manager and provider during feedback. We talked about how this would help bring together information gathered from quality assurance audits, and from the views of people supported by the service, staff and other stakeholders. The service was keen to complete this and to share this throughout the service. This will make clear the priorities for the service and people's roles in taking forward agreed developments and improvements.

The provider and service manager were evaluating the staffing arrangements for the service and looking at the staff skills mix and how staff are deployed throughout the service. This is in order to ensure staffing arrangements continue to be appropriate, responsive and flexible to the needs of the service.

The provider and manager should continue to liaise with Care Inspectorate staff to agree any variation to their current staffing schedule. From the evidence we examined at the inspection, we saw that there was a clear commitment to continually improve the quality of the service for the people who use it.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
5 Oct 2016	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	6 - Excellent
1 Jun 2015	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
12 Jun 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Feb 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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