

Blair House Care Home Care Home Service

Blair House
81 Blair Road
Coatbridge
ML5 2EW

Telephone: 01236 423784

Type of inspection: Unannounced
Inspection completed on: 9 January 2018

Service provided by:
Blair House Limited

Service provider number:
SP2003000241

Care service number:
CS2004072717

About the service

Blair House Care Home is registered with the Care Inspectorate to provide support to 24 older people. On the day of inspection there were 16 residents living there.

The home is owned and managed by Blair house Ltd.

The home is conveniently situated for public transport routes and within walking distance of local shops and community amenities in the Coatbridge area.

Accommodation is provided in a converted villa with single and twin rooms. There are two twin bedrooms and 18 bedrooms have partial en-suite facilities. Residents have access to a number of communal toilets and have a choice of one shower room with walk-in facilities and one bathroom with tracking hoist facilities.

The ground floor has a choice of two smoke free lounges. One of the two lounges had been developed into a sensory/quiet room to support residents with stress/distress to allow pamper and massage and another place for activities to take place away from lounge area.

There is a nicely decorated dining room off the front lounge or residents can choose to eat in their bedroom.

There is a passenger lift for access to the upper floor bedrooms. There is also a level of bedrooms which are only accessible by a flight of stairs.

There is ramp access to the front and rear of the property. The grounds are well maintained, offering a landscaped patio space and flower beds. Residents have access to garden furniture to sit outside. There is patio door access to a mono-blocked gated area to the side of the home but there is no secure garden.

What people told us

We spoke to a number of residents and a visitor during inspection. They were all very positive about the home and residents told us they were happy living there. They told us:

"I like it here"

"food is nice, I like it and get enough to satisfy me"

"I think there are things to do"

"happy with the activities going on"

"I am well looked after"

"I have no complaints"

"any health needs are dealt with well"

"thinks relative well looked after"

Self assessment

We did not ask the service to submit a self-assessment before inspection.

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	5 - Very Good

What the service does well

We found resident's health and wellbeing needs being met. Care plans had clear guidance for staff to offer support in a consistent way which is important for residents with dementia.

Overall the quality of care plans was very good. They were written in a person centred way that detailed how to support residents to maintain their skills and help them remain as independent as possible.

They were reviewed regularly to ensure they continued to meet any changing needs. If there were any concerns there was evidence health professionals were contacted for advice and guidance.

Meetings, reviews and questionnaires gave residents and relatives opportunities to give their views on the quality of the home.

A varied activity programme had been developed and we observed a variety of activities taking place. This ensured a stimulating environment which promoted positive health and wellbeing for residents.

The first Spanish lesson started during inspection. These leisurely classes keep the brain active, build confidence, and encourage connections between participants. Residents who attended seemed to enjoy it and participated well.

We were pleased to find staff working through skilled level dementia training. This will give them the knowledge and skills to support residents in a person centred way.

All staff were registered with the appropriate bodies and monthly checks ensured they remained up to date. Staff registered with professional bodies have a duty to uphold codes of practice and take part in all relevant training. This contributes to keeping residents safe.

A range of audits were carried out to ensure all areas of the home were monitored. This included accidents and incidents which were broken down into times and places to look for any trends. This analysis of accidents helped to identify risks and gave the information to put measures in place to try to prevent further accidents.

The home had a nice relaxed, friendly atmosphere. Staff and residents were observed to enjoy each other's company and staff knew residents support needs.

Staff we spoke with felt supported by the management team and felt they could go to them if they had any issues.

What the service could do better

We found instructions in the use of "as and when required" medication (PRNs) should be improved to detail how much time there should be between doses. We found recordings of staff offering PRNs regularly throughout the day when we would only expect this if there was a reason such as the resident was anxious. We also found the outcome of administering PRN medication was not recorded. This meant there was no evidence the PRN had been effective or not.

(See recommendation 1)

We found daily health charts such as oral health and personal care were not fully completed. This meant it was unclear if residents had been offered assistance or not.

(See recommendation 2)

Although we found mandatory training up to date staff should have access to further training that would give them additional skills and knowledge to support residents in a person centred way. We spoke with the manager and provider about this at feedback and we have been assured further training will be made available to staff.

(See recommendation 3)

Although questionnaires were collated with results provided we found there was no action plan for the few negative comments recorded. The manager has assured us she will develop an action plan. This will ensure people who completed a questionnaire will feel their views matter.

There was an improvement plan to show how the home wanted to develop. This plan would benefit from having timescales to meet identified actions and should be updated to show if these were completed or not.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The recordings for "as and when required" (PRN) medication should be improved.

National Care Standards, Care Homes for Older People, Standard 15, Keeping Well-Medication

2. All health charts should be fully completed.

National Care Standards, Care Homes for Older People, Standard 14, Keeping Well-Healthcare

3. Staff should have access to additional training to ensure they continue to develop their skills and knowledge.

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

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	
1 Feb 2017	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
28 Feb 2017	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
23 Sep 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
30 Jul 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
24 Mar 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
16 Dec 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
12 Feb 2014	Unannounced	Care and support	2 - Weak

Date	Type	Gradings	
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak
24 Jul 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
12 Dec 2012	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
14 May 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	Not assessed
18 Jan 2012	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
17 Aug 2011	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
20 Jan 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
26 Jul 2010	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
21 Jan 2010	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 4 - Good Not assessed
20 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate Not assessed
6 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
14 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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