

St. Olaf - Cawdor Road Care Home Service

Cawdor Road
Nairn
IV12 5EF

Telephone: 01667 454544/458860

Type of inspection: Unannounced
Inspection completed on: 13 February 2018

Service provided by:
Hilton Rehabilitation Limited

Service provider number:
SP2010010911

Care service number:
CS2010249577

About the service

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

St. Olaf - Cawdor Road is registered to provide a care home service to a maximum of 42 older people and two adults with learning disabilities.

The service is provided by Hilton Rehabilitation Limited, part of the Meallmore Group, which operates other care homes in Scotland.

The care home is situated in its own pleasant, well maintained grounds in a residential area of Nairn. The building comprises of a converted Victorian town house over three floors with a number of extensions. There is a lift and stair access to all floors.

The home has three units referred to as the cottage, main home and the lodge. There are a number of communal rooms, lounges, dining rooms, bathrooms, showers and toilet facilities situated throughout the different units within the care home.

St Olaf's aims included:

'to provide you with an environment that delivers the highest quality of service in all aspects. from the provision of staff to the facilities and especially the crucial aspect of the care you receive: everything has to meet our exacting standards'

There were 34 people using the service at the time of the inspection.

What people told us

People who used the care service were invited to take part in the inspection by filling in a questionnaire, or talking to the inspectors. Eight people using the service and 12 relatives returned completed care standard questionnaires to us. Everyone who returned questionnaires told us overall, they were very happy or happy with the quality of care they, or their relative received at St Olaf. We spoke with eight people using the service and four relatives during the inspection visit. Comments we received included:

- 'The management and all staff help provide an outstanding living experience for my relative, they look after her every need and provide constant feedback to us even when we are on holiday. We are fully satisfied she gets the best possible care, many thanks.'
- 'My mother always seems content and usually very happy in the home. She likes most of the staff. Though she has been known to say some aren't so nice. I haven't been able to identify who they might be. As she sometimes finds it difficult to explain things. Mum is always clean and tidy. The food that I have seen looks amazing. The home is spotless and rarely smells of anything it shouldn't.'
- 'All in all the care at St. Olaf is excellent. I am contacted regularly as to any issues. I could not be more happy with all the care team at St. Olaf, they are friendly and knowledgeable about all aspects of [my relative's] care.'

- 'It would be good to have a usable garden space that could be used by the dementia residents (so would need to be secure). I believe management may already be looking at this.'
- 'This is an excellent home with very good staff/resident ratio. Very satisfied indeed with care my [relative] receives. In my own career had many visits to numerous care homes and St Olafs stand well above most of them'
- 'I can't thank the staff enough for all that they do. I feel they have taken time to get know my relative and feel that she is genuinely and respectfully cared for.'
- 'Regular reviews held and are comprehensive.'
- 'I am so grateful to say that [my relative] is given good and loving care at St. Olaf.'
- 'Very approachable manager, keeps me informed and I can go and speak to her at any time.'
- 'A very caring manager who is always willing to talk to you and answer any queries you may have.'

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. The service had an improvement plan. We discussed the services systems for monitoring and how they planned for improvements.

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	5 - Very Good

What the service does well

Overall, the outcomes for the people using the service were good. Staff had a kind, caring, approach and supported people at the person's own pace. The activity provision had continued to develop.

- 'There is a very good activities person and we are given activities each day.'
- 'They have had outings to the theatre and parties here. They have musical entertainment quite often.'
- 'I join in the activities, there is always something going on.'

During the inspection one person had been supported to go swimming in the morning and one person was going out to the friendship group, which she told us she enjoyed. Eleven people took part in a gentle exercise group to music in the afternoon. This seemed a positive experience for the people involved who participated at different levels and were supported to do so.

The environment was welcoming and of a high standard. The improved signage, lighting and use of contrasting colours had enhanced the way people found their way around, supporting people's independence. Staff knew people well and people looked well cared for. The manager and staff had a good overview of people's care needs and worked closely with other health professionals to support the health or wellbeing needs of people using the service.

- 'Excellent care and support, the personal care and hygiene provided for my [relative] is wonderful.'
- 'I am very happy with it here, it's a lovely home.'
- 'It's a good place. I'm very happy with the care here. I would not have her anywhere else.'

Mealtimes were a positive experience and people were well supported. The meals were of a high standard, as was the way food was presented. This included textured, modified, food, where the standard was exceptionally high. People we spoke with commented positively about the food.

- 'The meals are very good with excellent choice.'
- 'I enjoy the food here, we have a very good chef.'
- 'The meals are very good. I enjoy them and there's always a good choice.'
- 'The meals are good quality.'

Some good information had been included in people's care plans to guide staff how to best support people.

People spoke very positively about the management of the service and how it has been 'turned around'. People using the service and their relatives generally felt listened to and that any areas of concern that were raised were addressed. Staff felt supported and morale was good.

The service had good quality assurance systems in place, which involved people using the service, visitors and staff views. The management and staff an ongoing commitment to improving the service and care experiences for people living and visiting St Olaf.

What the service could do better

Staff should continue to develop care plans with people and support people in a person led way to help them meet their needs. Staff should review people's care plans with them and their representative, at least once every six months and more often, where needed. This will ensure that information in each care plan is a current reflection of people's health and wellbeing needs. **See recommendation 1.**

The management and staff should ensure that good practice is followed around the assessment and management of people's pain. **See recommendation 2.**

Staff should continue to improve the way they complete the recording of administration of topical creams and treatments to ensure that there are accurate records that these are being given.

The music and movement activity was held in the dining room as the conservatory was too hot that day. The dining room was a thoroughfare and people were passing back and forth while the activity was being held. The

overall experience for people could be enhanced by holding activities where there is less distraction and interruption.

Although action had been taken to reduce the volume of the audible alarm system, the locations of the control panels, the linkage between the audible panels and call points throughout the home, continued to have a negative impact on the environmental noise. Further consideration should be given to addressing the impact this may be having on people living at St Olaf, particularly where the alarm sound panels are situated in corridors outside people's bedrooms.

The service should continue to build on their good and very good practice to improve the quality of experience for people use the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The manager and staff should continue to develop care plans with people and look at the outcomes they wish to achieve through the planned care. Staff need to ensure that when they are evaluating care plans/carrying out reviews with people that they review if outcomes have been achieved, or if changes need to be made to the care plans. This will ensure that information in each care plan is a current reflection of people's health and wellbeing needs. Staff should review people's care plans with them and their representative at least once every six months and more often, where needed.

National Care Standards Care Homes for Older People. Standard 5: Management and staffing arrangements
National Care Standards Care Homes for Older People. Standard 6: Support arrangements.

2. The management and staff should ensure that good practice is followed around the assessment and management of people's pain. Where pain relief is prescribed on an 'as required' basis, staff should make sure that they evaluate with the person the effectiveness of this in relieving their symptoms. This should be regularly reviewed to ensure that good pain management is being achieved.

National Care Standards Care Homes for Older People. Standard 5: Management and staffing arrangements
National Care Standards Care Homes for Older People. Standard 6: Support arrangements
National Care Standards Care Homes for Older People. Standard 14: Lifestyle - Keeping well - healthcare.

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
2 Mar 2017	Unannounced	Care and support Environment Staffing Management and leadership Not assessed Not assessed Not assessed Not assessed
3 Mar 2017	Re-grade	Care and support Environment Staffing Management and leadership Not assessed Not assessed Not assessed 4 - Good
20 Oct 2016	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 5 - Very good 5 - Very good 3 - Adequate
10 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 4 - Good 4 - Good 4 - Good
10 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 4 - Good 4 - Good
21 May 2014	Unannounced	Care and support Environment Staffing Management and leadership 2 - Weak 3 - Adequate 3 - Adequate 2 - Weak
30 Oct 2013	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 4 - Good 4 - Good
24 Jul 2012	Unannounced	Care and support Environment Staffing 5 - Very good 4 - Good 4 - Good

Date	Type	Gradings	
		Management and leadership	5 - Very good
8 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
24 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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