

Pentland View - Highland Care Home Service

Scrabster Road
Thurso
KW14 7UQ

Telephone: 01847 896920

Type of inspection: Unannounced
Inspection completed on: 30 March 2018

Service provided by:
Barchester Healthcare Ltd

Service provider number:
SP2003002454

Care service number:
CS2007142977

About the service

The Care Inspectorate regulates care services in Scotland. Information about 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.

Pentland View is registered to provide care to a maximum of 50 older people. Operated by Barchester Healthcare Ltd, the organisation aims to be "the most successful and respected care home company, putting quality first".

The home is purpose built and accommodation is on one level. There are two units, one is dedicated to dementia care, but residents are free to access all areas of the home during the day. There are two lounges, one with dining facilities, and a separate dining room. All bedrooms have ensuite toilet facilities. The home is surrounded by landscaped gardens and there is a secure garden for residents to use.

The stated aims and philosophies of Pentland View included supporting residents' choice; individuality; privacy; dignity and independence.

What people told us

We were accompanied by an inspection volunteer who spoke with people who use the service and their relatives/representatives.

People who use the service told us that they were happy living in the home and that staff were very supportive and caring. They were all complimentary about the meals that were provided. They told us that they could join in with the activities if they wished and that they enjoyed what was offered. Individual comments included:-

"I am quite happy here and I like my bedroom and the garden"

"I like it here and the gardens are nice. I am treated with respect and I am not made a fool of"

"I can't complain about anything. I get frightened and anxious as I have given up my house but the staff are great and all so helpful"

"The staff are all good and they are always asking if they can get me anything"

"I like the view from my room which is very quiet and peaceful."

No questionnaires were returned to us from residents prior to the inspection. We spoke with the manager about how to promote these in order to enable people to take part in the inspection process.

Relatives and friends during our inspection were happy with the care and support that was offered. They felt that the staff were caring and had the appropriate skills. They felt comfortable talking to staff about their relatives' needs.

Nine questionnaires were returned to us from relatives prior to the inspection. All either strongly agreed, or agreed, that overall they were happy with the provision of the service. Individual comments made were:-

"A clean, secure and tidy environment run by caring, polite and knowledgeable staff. I have no issues with the overall quality of the service"

"All the staff have been wonderful with my mum. They have helped her settle in as she was very apprehensive about going into a home. We know she is well cared for and is very happy which puts my mind at ease"

"Absolutely delighted"

"My wife is very comfortable and is treated with tender and loving care at all times."

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

Pentland View provides very good care and support. The service is very well managed and benefits from a good staff team, who work hard to ensure that the quality of life and experiences for the people who live there are positive. People told us that staff were patient, kind and caring and that they were sensitive to their situation.

People who lived with dementia had improved opportunities to enjoy a range of activities. Staff were engaging and stimulated interest and involvement in a range of different activities for lots of people. The care staff were committed to making a positive contribution to people's daily lives. Some of the relatives were very positive about this and were pleased with the activities offered.

Staff worked very closely with other healthcare professionals to ensure that people's health needs were addressed. When we spoke with staff it was apparent that they had a very good understanding of individual needs and that any change in behaviour may warrant further assistance. Assessments of healthcare needs were carried out and reviewed regularly and these were used to develop the care plans.

All people who used the service had care plans in place. These showed that the care was based on their preferences, needs and wishes and they covered a range of healthcare needs. People told us that staff were very good and that they were very supportive with their healthcare needs. Relatives said that they had been involved with the development of the care plans. They had also taken part in formal reviews where they were able to discuss any topic in relation to their relatives.

The overall management and administration of medications was carried out by qualified nursing staff. We saw that GP's were involved with reviews of medication needs.

All of the people we spoke with were very complimentary about the quality of the meals that were provided. We could see that staff supported those who needed help in an appropriate manner and a pleasant social atmosphere was promoted.

The recruitment of staff followed best practice, thereby, protecting the safety of the people who used the service. There was a very good approach to providing staff with training, induction and ongoing support. Staff were knowledgeable about the people they were supporting and were offered various opportunities to learn new skills, which supported best practice and provided assurance to people using the service that staff were appropriately experienced.

What the service could do better

In order to further promote positive mealtime experiences, the service was to look at reviewing how this was managed within the unit that supported people who lived with dementia. This was to look at the space used, the positions of tables and chairs, where people were served their meals and the use of the hot trolley.

We spoke with the activity staff and the manager about how further developments could be made with regard to meaningful activities. We provided information about various projects that could further enhance the lives of the people who lived in the service. In addition, the use of activity assessments and evaluations of what people had taken part in, could also be more regularly completed, to assist with assessing and developing people's activity experiences.

Regular use of action plans from meetings held with people who use the service, their relatives and staff would ensure that decisions made were taken forward. This would provide clear information for people as to how the service was an improving one.

The service was to ensure that when staff had completed their induction and had been assessed as competent that all relevant reviews and associated documentation was fully completed, dated and signed. Thereby ensuring that the providers guidance was adhered to.

We discussed the new Social Care Standards, My Support, My Life and how these could be used to develop the care and support for people who use the service and their relatives.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
15 Mar 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
11 Mar 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
5 Mar 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
5 Dec 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
27 Feb 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
12 Dec 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
14 Nov 2011	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
14 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
17 Aug 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
12 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
2 Sep 2009	Announced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Oct 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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