

Seaforth House (Care Home) Care Home Service

Main Street
Golspie
KW10 6RH

Telephone: 01408 633730

Type of inspection: Unannounced
Inspection completed on: 27 March 2018

Service provided by:
NHS Highland

Service provider number:
SP2012011802

Care service number:
CS2012307253

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 registered with the Care Inspectorate on 30 March 2012.

Seaforth House is a purpose-built, single level, care home situated in a central location within the pleasant town of Golspie. The service was registered to provide care to a maximum of 15 older people which included a respite care service. A support service was also provided from this accommodation.

Service users all had single rooms, and had the use of a main lounge/dining room and pleasant conservatories in both wings. The home enjoyed a central and pleasant location in the town overlooking the sea.

The service's mission statement stated:

"Within Seaforth House the staff make every effort to provide a warm, friendly and homely environment for all residents and aim to provide the highest quality of care for both residents and all other service users".

What people told us

The inspection volunteer spoke with five people who used the service and three relatives/carers during the inspection. Feedback from these discussions was very positive. People who used the service were very happy with the quality of care they received and told us that 'it was a wonderful place to live'. People told us that it was a 'very clean and comfortable care home and the quality of food was good'. People we spoke with also told us that it was 'a very well run home'.

We also spoke with four relatives/carers who spoke positively about the care provided to their family member/friend. One person stated:- "It is such a relief for me to know my relative is in a safe and caring environment".

When asked about the quality of staff we were told:- 'I can't praise them highly enough. They are wonderful people'.

People we talked with told us that the manager and deputy were 'both excellent and run a very happy home'.

Another relative told us that they went to the meetings and found them to be very worthwhile.

We received seven care standard questionnaires from people who used the service and 11 from relatives/carers. Some of the comments from these were as follows:-

'My friend is in a safe, warm, secure environment and well looked after by all staff'.

'My relative states that she is well looked after by a very friendly staff'.

'The love and support my relative receives touches us often - she is treated with tenderness, kindness and respect. We feel she is safe and is enabled to live her life to the maximum that her limiting condition allows'.

'We think sometimes that there seems to be too much paperwork for staff'.

'My relative complains about the food and leaves a lot of meals'.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the methods the service was using to monitor the quality of the service they were providing. We discussed the services priorities for development and how they proposed to prepare a service improvement plan and monitor the progress of this.

From this inspection we graded this service as:

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

What the service does well

We found that the service was providing a very good quality of care to people who lived at Seaforth House.

People we spoke with told us that the staff were kind and caring and that nothing was too much bother for them. We could see from our observations that staff treated people who used the service in a respectful and kind manner. There was a nice relaxed atmosphere in the home. Relatives who visited the home were made to feel welcome and told the inspection volunteer that they thought the care was of a very high standard.

We carried out an observation at lunch time on the first day of the inspection and we found that this was mainly a very positive experience. People we spoke with told us the food was good and there was always a choice.

We looked at a sample of care plans and we could see that they had changed since the last inspection. They were now more person centred and more user friendly. The management were continuing to come up with ideas to further improve these documents and ensure that they remained a current reflection of people's needs.

There was a complaint made to the Care Inspectorate in relation to the provision of respite care since the last inspection. We could see that in response to the complaint, the management had put in place a system to ensure that people who used the respite service and their families, were fully involved in the pre admission process. This would ensure that the service had sufficient information and were able to assess whether they could provide care and equipment, to meet potential respite users' needs.

We looked at how the service managed people's medication. Generally we found that this was satisfactory, however, there were still some areas where further improvements could be made. **(See what the service could do better below).**

We looked at the provision of activities and found that there had been improvements since the last inspection. There was some evidence to support that the service was trying to maintain links with the local community. Some people who used the service went out to the local hub and the local playgroup also visited the home on a regular basis. Staff were now more involved in providing activities. We could see that there was now a basic evaluation of the activity provision taking place.

The home was found to be clean and free from odours during our visit. We could see that there had been some environmental improvements since the last inspection. There was now a secure garden area outside the home. The central garden area had been improved. People who used the service could access the garden areas from their bedrooms.

What the service could do better

The service should look at how they could improve the way people who use the service are informed of their meal choice, for example, menus on the tables or 'show and tell' for those people who live with dementia, or have communication difficulties. **(See recommendation 1)**

Although we found that the respite care plans were of a better standard, staff need to ensure that they formally record all the information they have gathered, prior to admission, in people's respite care plans. This will ensure that people's care needs and support levels are clearly identified and available for staff to use as guidance when providing care. **(See recommendation 2)**

The care plans were of a very good standard at this inspection. However, staff need to ensure that they complete people's care records, for example, SSKIN bundle, accurately and in line with planned care. **(See recommendation 3)**

We found that although generally, of a satisfactory standard, further improvements could be made in relation to the management of people's medication. **(See recommendation 4)**

The service should continue to improve the provision of activities for everyone who lives at Seaforth House. Activities should be planned using information about each person's interests and hobbies and regularly evaluated, to ensure that they remain appropriate for all those who wish to take part. The service should also maintain and increase their links with the local community. Progress will be monitored on this at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. The provider should ensure they look at how they could improve the way people who use the service are informed of their meal choice each day. For example, menus on the tables or 'show and tell' for those people who live with dementia or have communication difficulties.

National Care Standards Care Homes for Older People. Standard 13: Eating well.

2. The provider should ensure that staff formally record all the information they have gathered prior to admission in people's respite care plans. This will ensure that people's care needs and support levels are clearly identified and are available for staff to use as guidance when providing care.

National Care Standards Care Homes for Older People. Standard 6: Support arrangements.

3. The provider should ensure staff are meeting people's tissue viability needs. In order to do this they should complete all care documentation, such as, SSKIN bundles accurately and consistently and in line with planned care.

National Care Standards Care Homes for Older People. Standard 14: Healthcare and Standard 5: Management and staffing arrangements.

4. The provider should ensure that staff follow their own policy and best practice guidance in relation to the management of people's medication. In order to do this they should:-

a) ensure that where they open eye drops, or creams, they date the bottle/tube. This will ensure that the medication is used within the stated time on the prescription

b) where it has been assessed as necessary to put a daily medication count in place that this is carried out as planned

c) ensure that topical medication administration records (Tmars) are completed accurately and consistently after each administration.

National Care Standards Care Homes for Older People. Standard 15: Keeping well - medication.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings
1 Feb 2017	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>
10 Dec 2015	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>

Date	Type	Gradings	
6 Feb 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Dec 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
6 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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