

## Montrose House Care Home Service

Glencloy Road  
Brodict  
Isle of Arran  
KA27 8HF

Telephone: 01770 302131

Type of inspection: Unannounced  
Inspection completed on: 5 March 2018

**Service provided by:**  
North Ayrshire Council

**Service provider number:**  
SP2003003327

**Care service number:**  
CS2003001167

## About the service we inspected

Montrose House residential home is a new purpose-built care home situated in Brodick on the Isle of Arran. The service is operated by North Ayrshire Integrated Health and Social Care Partnership.

The new modern building is of a single storey construction. At present, only 20 of the 30 available rooms are registered with the Care Inspectorate. All rooms are single occupancy with en suite wet floor showering facilities.

Each room has a small patio area which leads out to the secure enclosed garden. There are adequate assisted bathing facilities and a number of attractive sitting areas to choose from, including a bright and welcoming relatives' room and spacious lounge/dining areas.

The home states that its aim is to offer the atmosphere of a family home with continued independence, supported by the staff. Residents will be free to choose their own lifestyle as long as it does not adversely affect other residents and where the choice of lifestyle involves a degree of risk, staff will assist in removing or minimising that risk.

## How we inspected the service

During the inspection, we examined a range of documents and records, observed practice and spoke with residents, relatives and staff to consider the progress made to meet the requirement and recommendations made in the last inspection report.

## Taking the views of people using the service into account

We asked the service to distribute questionnaires on our behalf to residents and relatives.

Overall feedback in questionnaires suggested that the majority of people were satisfied with the standards of care and support provided in Montrose House. We also received positive comments from the people we spoke with in relation to the standards of care, communication and how the service was run.

However, three people had concerns about staffing levels and felt there was not enough trained and skilled staff on duty and two people felt that staff and other residents did not always respect their privacy.

From speaking to people and observing their interaction with staff, we could see that residents were happy, comfortable and content with staff. We saw staff being kind and considerate and taking time to listen to what people were saying, and responding to individuals' requests for support in a discreet and sensitive manner. All residents told us they felt safe and secure in the care home.

People told us:

'I am very well cared for'.

'There is nothing to complain about here'.

'How could I not be safe here. Staff look after me very well'.

'I am looking forward to the better weather when we can get out a bit more'.

## Taking carers' views into account

We spoke with two relatives and a friend of a resident during the inspection. Overall, people were happy with the standard of service they saw being provided. They told us they were always made very welcome and were kept informed about changes in their loved ones care needs. One relative voiced concerns about staffing levels and felt that additional staff at 'busy times' would be a benefit to residents.

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

### Previous requirements

#### Requirement 1

The provider must ensure that staff practice in relation to administering and recording individuals' medication is improved.

This is in order to comply with SSI 2011/210 Regulation 4 (1)(a) - a requirement to make proper provision for the health and welfare of people.

Timescale for implementation: From 30 November 2017.

**This requirement was made on 27 November 2017.**

#### Action taken on previous requirement

This requirement was made due to the number of medication errors being made which resulted in individuals not receiving their medication as prescribed. Unfortunately, the number of errors since the last inspection remains at a level which meant that this requirement remained unmet. We discussed with the management team the action being taken following each error and how staff were being supported with their learning and monitoring future practice. The actions taken by the service appeared appropriate, however, with limited effect on improved outcomes. The Care Inspectorate will work with the service to explore other strategies to achieve improvement in this area.

**Not met**

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

### Previous recommendations

#### Recommendation 1

The provider should ensure there is a staff induction procedure which clearly outlines the key areas of training to be completed and within what timescale. This should include, but is not restricted to: adult support and protection; moving and handling; fire safety, health and safety; infection control; and safe handling of food and dementia. There should be evidence that the individual had achieved an acceptable level of competency in this training. The induction training should also include monitored practice with confirmation that the individual meets the standards of practice required by their role.

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

**This recommendation was made on 13 October 2016.**

#### Action taken on previous recommendation

The induction programme had been reviewed and now included the timescales that induction training should be completed and the key areas of training required. There had been no new staff recruited since the last inspection although a new member of staff was due to commence employment with the service imminently. We agreed with the manager that this recommendation would be continued until the next inspection when we can evidence that new staff fully complete the induction training in accordance with the service reviewed policy and procedure. This recommendation was repeated.

#### Recommendation 2

The provider should include in the training plan for the service, details of how Dementia Training linked to the Promoting Excellence Framework will be delivered, the timescale in which it will be delivered and the level of training specific designations will complete.

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

**This recommendation was made on 13 October 2016.**

#### Action taken on previous recommendation

Some progress had been made to ensure that all care staff completed training to Skilled level linked to the Promoting Excellence Framework. As this was dependent on training support from the mainland, it was taking an extended period of time to provide this training to all care staff. To address this issue and also enhance the training provided, the service had developed their own training which included the same learning outcomes within the Skilled level programme. We have continued this recommendation and look forward to seeing at the next inspection better progress in the number of staff who have completed this training.

#### Recommendation 3

The provider should improve the quality of information about individuals' skin care and the interventions required. This would include the frequency of application of prescribed creams and lotions, repositioning and any involvement of health care professionals.

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

**This recommendation was made on 27 November 2017.**

#### Action taken on previous recommendation

We saw limited progress had been made in the quality of information in care plans and supporting documentation relating to individuals' skin care and the interventions required. Although 'body maps' were held with medication administration records (MARs) these did not include written direction to staff regarding the frequency of application and where to be applied. Information about the need for repositioning, where required, was not reviewed and records did not evidence that this was carried out in accordance with instructions. This recommendation was not met.

#### Recommendation 4

The provider should confirm that appropriate safety measures were being taken when individuals are in bed. The provider could use the assessment tool for the use of bedrails found in Managing falls and fractures in Care Homes for Older People. Good practice Resource (2016 Care Inspectorate and NHS Education in Scotland).

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

**This recommendation was made on 27 November 2017.**

#### Action taken on previous recommendation

We were unable to see that risk assessments for the use of bedrails had been completed. We were, therefore, unable to see that the use of other safety measures, such as the use of 'crash mats', were in place where a risk assessment showed that the use of bedrails was unsafe and alternative measures had to be used to ensure individuals' safety while in bed. This recommendation was not met.

#### Recommendation 5

The provider should ensure that the care home's garden is restored to its previous high standard and a programme of regular maintenance is established to ensure residents can enjoy views of a well maintained garden throughout the year.

National Care Standards for Care Homes for Older People – Standard 4: Your environment.

**This recommendation was made on 27 November 2017.**

#### Action taken on previous recommendation

We saw on the day of the inspection that a small group of volunteers were carrying out work in the garden. This included a member of staff who very kindly gave her own time to try and make the garden area a more pleasant place for residents to use. However, it is a large garden which needs to be brought back to its previous high standard and have a regular programme of maintenance to ensure these standards are maintained. This recommendation was not met.

#### Recommendation 6

A service level training and development plan should be established informed by the aims and objectives of the service and individual training and development plans.

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

**This recommendation was made on 27 November 2017.**

## Action taken on previous recommendation

Some progress had been made to meet this recommendation. Individual staff Personal Development Plans (PPDs) had been completed, which is part of the provider's staff review system. However, this information was yet to be used to compile a service level training plan. This recommendation was not met.

## Recommendation 7

The provider should improve audits of accidents and incidents to show the time of day and location to identify possible patterns and any action required such as changes to staff deployment.

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

**This recommendation was made on 27 November 2017.**

## Action taken on previous recommendation

The auditing system for accidents and incidents had been reviewed and now included the time of day and location of the accidents. This recommendation had been met.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
31 Oct 2017	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 3 - Adequate 4 - Good
28 Feb 2017	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
15 Sep 2016	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 5 - Very good 3 - Adequate 4 - Good
2 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
24 Sep 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 5 - Very good 3 - Adequate 3 - Adequate
13 Feb 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate
2 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate

Date	Type	Gradings
23 Oct 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
8 May 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
16 Jan 2013	Re-grade	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
12 Sep 2012	Unannounced	Care and support 1 - Unsatisfactory Environment 4 - Good Staffing 3 - Adequate Management and leadership 2 - Weak
8 May 2012	Unannounced	Care and support 3 - Adequate Environment 2 - Weak Staffing 3 - Adequate Management and leadership 2 - Weak
19 Jan 2012	Unannounced	Care and support 2 - Weak Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
24 Jun 2011	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
2 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed



Date	Type	Gradings	
6 May 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
15 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
30 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 4 - Good
27 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 4 - Good
23 Apr 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 4 - Good

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