

Hollybush House Care Home Service

The Queen Mothers Home For Ex Servicemen & Women
Hollybush
Ayr
KA6 7EA

Telephone: 01292 561300

Type of inspection: Unannounced
Inspection completed on: 23 March 2018

Service provided by:
Combat Stress

Service provider number:
SP2003002263

Care service number:
CS2003010267

About the service

This service registered with the Care Inspectorate on 1 April 2011.

Hollybush House is owned and run by Combat Stress, a national charity set up after the First World War. The service provides counselling and psychological support to ex-services and navy personnel who are being treated for post traumatic stress disorder (PTSD) and mental health problems. It provides treatment and social activities that support and promote veterans' mental and physical well-being.

Hollybush House provides short stay residential accommodation from one to six weeks. At the time of the inspection twenty ex-services personnel were being supported by the service.

Hollybush House is situated on the outskirts of the coastal town of Ayr. The service comprises a large house and extension set in extensive grounds, which can be used by veterans for outdoor pursuits such as walking and fishing. Single room accommodation with en suite facilities is available. There are large communal rooms which can be used for relaxation, quiet times, social activities, watching TV or playing pool. A gym and library are also available. A suite of consultation and group work rooms are provided and the Activity Centre, close to the main house, provides opportunities for occupational therapy and leisure.

There are a range of staff offices and meeting rooms in both the house and the extension. The service is furnished and decorated to a high standard and in keeping with the original period features.

The vision, mission and values of the provider are detailed as follows:

"Our Vision is that Veterans will be able to live free from the harmful effects of psychological wounds.

Our Mission is to provide timely, effective clinical treatment and welfare support to Veterans who suffer from psychological wounds.

Our Values are to:

- Always put Veterans at the centre of our work
- Aspire to excellence in everything we do
- Foster a culture of respect and integrity.

What people told us

We spoke with five veterans who were participating in treatment programmes at Hollybush House.

It was clear that the service offered at Hollybush House was valued by the veterans in attendance. They described professional, caring, compassionate staff with the necessary skills, knowledge and understanding. All veterans reported that their treatment programme had been of a positive benefit such as; helped to equip them with strategies and coping skills, improve relationships, confidence and their hopes for the future.

Veterans spoke highly of the quality of the accommodation and setting of Hollybush House. Positive comments were made about the facilities and the activities available in their free time. They complimented the food and the overall view was that staff could not do enough for you.

We received 10 care standards questionnaires from veterans. All respondents indicated that they strongly agreed that overall, they were happy with the quality of care at Hollybush House.

Self assessment

The provider was not asked to complete a self-assessment in advance of this inspection. The manager planned to produce a formal development plan to take account of identified areas of improvement and the new Health and Social Care Standards.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

What the service does well

Hollybush House has a skilled staff team focused on achieving positive outcomes for veterans who attended various short-term, residential based treatment programmes.

Veterans confirmed that they received an assessment and information before commencing their treatment programme at Hollybush. They were involved in agreeing treatment plans and identifying goals. An electronic system was used to complete assessments, risk assessment, treatment plans and daily recordings of each veterans presentation and well being. Treatment programmes consisted of one-to-one and group therapies of varying intensity. Veterans also benefited from a range of leisure opportunities and outings.

Veterans expressed satisfaction in the quality and maintenance of the accommodation, facilities and extensive grounds. They complimented how the peaceful rural setting contributed positively to their recovery. We saw that the service responded to concerns raised. Feedback from veterans was welcomed and used to inform how the service was run. This showed a culture of improvement within the service, however, we thought that the service could be better at sharing this information with veterans.

The service promoted safety by following safe recruitment procedures. Staff completed training in accordance with the regulatory body they were registered with. A meeting schedule facilitated communication with all member's of the multi-disciplinary team. Staff had regular one-to-one time with their line manager and clinical supervisor to discuss their training, development and work practice. Staff valued formal reflective practice sessions. This helped to promote positive practice. Management shared positive feedback with the staff team. This helped to demonstrate the value of the staffs contribution in achieving positive outcomes for veterans.

What the service could do better

Care records would be more informative about the impact of each veterans treatment programme if they were consistently outcome focused and evaluative.

Risk assessments were not consistently completed in accordance with the services admission procedure. This was highlighted following an incident resulting in a negative outcome for the individual concerned. The management team responded appropriately to this practice issue. This included arranging training for the staff team. We suggested the staff team may benefit from accountability training and that management review the quality assurance processes to take account of risk factors within the service. The management team readily agreed to this. See recommendation 1 and 2.

There were a number of inaccuracies in medication recording. The management had arranged for competency assessments and planned further training to support improvement in this area. A review of the medication policy was underway to reflect the variable support needs of the client group. See recommendation 3.

The senior management were aware of ongoing dissatisfaction within elements of the staff team. However, they felt that they were progressing in this area. They planned to continue to promote communication with staff using the meeting schedule, staff bulletin and by e-mail. Management supported staff through one-to-one sessions, reflective practice sessions and training events. The management team also planned a series of team building events. Nurse vacancies had been filled and a new senior nurse post had been advertised to support the nursing team. The manager acknowledged that raising morale remained an area for ongoing development. We will continue to monitor this at the next inspection.

Outcomes for service users may be further improved by developing the role of the key worker. It is expected that this may facilitate a more person-led service. A review of staff deployment may support progression in this area.

We found incidents had occurred where the manager had not notified us as expected or provided sufficient detail of the events. We accept the managers explanation that this was not an intentional lack of transparency.

We have repeated a recommendation to update the information booklet made following an upheld complaint. See recommendation 4

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. To promote safety and wellbeing for veterans the provider should ensure that appropriate risk assessments are accurately and fully completed within the timescales identified within the organisations admission procedure.

National Care Standards, care homes for people with mental health problems - Standard 6: Support arrangements and Standard 5: Management and staffing.

2. To promote safety and wellbeing the provider should review quality assurance systems to ensure that audits take account of known risk factors.

National Care Standards, care homes for people with mental health problems - Standard 5: Management and staffing.

3. To ensure that veterans can be confident their medication was being administered and managed safely and their wellbeing promoted the provider should ensure that practice in this area is improved and in accordance with best practice guidance.

National Care Standards, care homes for people with mental health problems – Standard 15: Medication.

4. The manager should review the six-week training programme manual for veterans with PTSD to ensure this reflects the current practice within the service,

National Care Standards, care homes for people with mental health problems – Standard 1: Informing and deciding.

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
4 Oct 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
10 Sep 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
13 Nov 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
18 Nov 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
6 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 5 - Very good
17 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
30 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
1 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
15 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 5 - Very good
16 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
6 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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