

## Monkbarns Care Home Service

14 Monkbarns Drive  
Arbroath  
DD11 2DS

Telephone: 01241 871713

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

**Service provided by:**  
Balhousie Care Limited

**Service provider number:**  
SP2010011109

**Care service number:**  
CS2010272058

## About the service

Monkbarns Care Home is operated by Balhousie Care Ltd and is registered to provide care to older people. The service is registered to provide a care service to a maximum of 67 service users. The service is located in the Angus seaside town of Arbroath. Accommodation is over two floors and is accessible in design. The service has a dedicated hair salon and café area. All bedrooms have en-suite facilities, most are single occupancy but the service does have provision for twin occupancy should a request be made.

The service brochure says: 'Balhousie Monkbarns offers a safe and supported continuation of the lifestyle you have been used to enjoying, and we welcome and encourage visitors.'

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

We wrote this report following an unannounced inspection, which was carried out by a Care Inspectorate, inspector and an inspection volunteer, on Monday 29 and Tuesday 30 January 2018 from 10am to 5pm. We gave feedback to the manager, senior staff and the area manager on 5 February 2018.

As part of the inspection, we took account of the completed annual return that we asked the provider to complete and submit to us.

We examined the following quality themes during this inspection, care and support, and management and leadership.

## What people told us

We spoke to sixteen people in the service and seven relatives, a care manager and a health care professional during the inspection visit and observed staff practice throughout our visit. People were asked their views on twenty-five quality statements about the service's Care, Environment, Staffing and Management. Out of fourteen sent out we received four back.

All questionnaires highlighted that most people were happy with the quality of the care provided and the way in which they were supported by all the staff at Monkbarns.

Comments included:

- "They look after me so well here"
- "They spend time with me"
- "I like going out shopping"
- "The meals are lovely"
- "The food is poor"
- "I love getting my hair done"
- "I'm very happy here"
- "It's fine I have no complaints"
- "The care's not bad here"
- "Staff are approachable".

We spent time observing the experience and outcomes for people within the home.

We used the Short Observational Framework for Inspection (SOFI2) to directly observe the experience and outcomes for people who were unable to tell us their views. The observations took place in the upstairs floor of the service.

We evidenced a caring and supportive approach by staff; most interactions we observed were warm and genuine and people who required assistance were given help in a dignified and respectful way.

We did see some practice across the service that could have been better and we discussed this with the manager. We spoke to the manager and senior staff about the need to ensure a consistent approach to promoting and guiding good care. Where concerns were raised, we fully discussed this with the management team.

## Self assessment

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

## 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	4 - Good

## What the service does well

We found the performance of the service for quality themes care and support and leadership and management to be good. We reached this conclusion after we spoke with people using the service, the owner, the management team, the staff team and feedback from the completed questionnaires.

We noted that there is now a new manager and depute in place. The senior management team had only been in post for a few weeks and the team were taking stock and working on an improvement plan for the service.

We observed most staff supporting people in a respectful and dignified way, however, there was room for some improvement and staff approach could be more consistent. We saw staff spending time with people giving one to one support. Although the service was busy, most staff gave time to offer help and assistance, taking time to reassure people. We spoke with the dementia ambassadors of the need to be consistent in approach to enable, promote, encourage, and celebrate best practice.

We saw that staff were friendly and welcoming and we observed interactions, which were warm and sensitive to people's needs. People were relaxed and comfortable in their surroundings and there was a supportive and nice friendly approach and banter between staff and people in the care service. People told us that staff were kind and helpful.

Most staff recognised and properly responded to peoples' changing care needs, including when they were showing signs of stress and distress. Most staff were knowledgeable about peoples' assessed needs and preferences but there was a need to improve in this area to ensure consistency of care and approach.

Support plans included individual details about legal documents, including Guardianship, Powers of Attorney (POA), Section 47 consent to treatment certificates under the Adults with Incapacity (Scotland) Act 2000, and Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) medical documents. We suggested developing a register to keep all the information together.

People were supported to remain well through the safe use of medications. This was because they were being managed in line with good practice guidance for the safe receipt, storage, administration and disposal of products. However, we saw that some of the storage rooms need a de-cluttering and a tidy. The manager agreed to action this.

Staff told us they were happy, enjoyed their jobs and were enthusiastic about the recent changes, especially having a new stable management group. Staff told us they felt supported by the management and their colleagues. Staff said that the training was very good and that the induction process was supportive.

Staff were familiar with the Scottish Social Services' (SSSC) Codes of Practice and were properly registered with SSSC, which helps to ensure a safe and informed workforce.

The manager and management team had a good overview of the service and the areas that they wanted to improve. The team told us they were keen to continue with the improvements.

Management were working to ensure staff were supported by supervision, observations of practice and staff meetings. We saw that there had been some improvements in the short time that the new management team had been in post.

Staff told us they felt supported by and had confidence in the management. We saw that there were now regular audits undertaken by staff and management to ensure the safety and security of all stakeholders. The manager was aware of the need to make further improvements within this area. By sampling staff files, we evidenced that the service had safe recruitment systems in place.

## What the service could do better

The management team were keen to improve the service by further developing supervision and management meetings as well as continuing with the development and implementation of their improvement plan.

We spoke with the management team of the need to support consistency and continuity of approach in order to guide and support best practice, which also includes the approach of the dementia ambassadors. The management team said they would continue to ensure all stakeholders played an important part in the continuing development of the service.

We discussed with staff and management various best practice initiatives including accessing websites such as: the Care Inspectorate 'The Hub' , Social Services Knowledge Scotland, Social Services Knowledge Scotland, 'Step into Leadership pathway', 'The badges scheme', 'Supervision Learning' resource and other Scottish Social Services Council literature. We asked the management to share these good practice guides with the team and left information.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 4

1. The service must review care plans to ensure all documentation is complete, up to date and that outcomes are recorded. The case tracking of care plans needs to be better and more person-centred.

**National Care Standards care homes for older people. Standard 5: management and staffing arrangements.**

2. The service should ensure there is better consistency of approach of all supervisors and dementia ambassadors to support and guide best practice.

**National Care Standards care homes for older people. Standard 5: management and staffing arrangements.**

3. The management team need to continue with the review of senior management team roles and responsibilities, defining expectations of the role including a system to monitor outcomes.

**National Care Standards care homes for older people. Standard 5: management and staffing arrangements.**

4. The management team need to continue with their improvement plan to ensure outcomes are met as well as fully implementing all audit systems. The management team should also consider observed practice to ensure consistency of practice.

**National Care Standards care homes for older people. Standard 5: management and staffing arrangements.**

## 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).

## Inspection and grading history

Date	Type	Gradings
28 Dec 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
12 Nov 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
31 Dec 2014	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
18 Feb 2014	Unannounced	Care and support Not assessed Environment 5 - Very good Staffing 4 - Good Management and leadership Not assessed
5 Sep 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
3 Jul 2013	Re-grade	Care and support 2 - Weak Environment Not assessed Staffing Not assessed Management and leadership 2 - Weak
8 Jan 2013	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
16 Jan 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
14 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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