

## Mo Dhachaidh Care Home Care Home Service

North Road  
Ullapool  
IV26 2XL

Telephone: 01854 612280

Type of inspection: Unannounced  
Inspection completed on: 26 March 2018

**Service provided by:**  
Barchester Healthcare Ltd

**Service provider number:**  
SP2003002454

**Care service number:**  
CS2007142972

## About the service

This service has been registered since 2007.

Mo Dhachaidh Care Home is registered to provide a care service for up to 21 older people. The service is situated in the village of Ullapool on the west coast of Scotland.

The care home is located on two floors of a purpose built building with the main accommodation being on the upper floor. The accommodation has 19 en-suite bedrooms of which two are double. The dining room is situated on the ground floor of the building and the remaining parts of the lower floor are occupied by the local GP practice and council service point.

The stated aims of the service include:

"To create an environment where service users can maintain their independence, rights and identity... that supports physical as well as mental wellbeing."

## What people told us

People we spoke with during the inspection were very happy with the care and support they received from the home. Relatives and visitors were also very positive about the care and the staff in the home.

Comments included:

"Everyone is wonderful"

"They are all terrific"

"They can't do enough for you"

"The meals are good but very ordinary. A bit more variety needed"

"The staff are tremendous"

"They are all very good"

"Lovely meals served here"

"Everybody has been very kind. Anne (the manager) has especially been very kind"

"I really like my room"

"They are very good to us"

"We are all well looked after"

"I couldn't fault it here."

Comments from relatives and visitors:

"We are kept up to date with any changes"

"They are good at getting people out to things in the village"

"Staff are very good at getting the doctor if needed"

"We are really happy with it here"

"They do a really good job"

"They try very hard to keep everyone safe and comfortable"

"They have been really good"

"It's been a godsend here"

"It's so welcoming, always someone around when you visit"

"Staff always there to offer help"

"It's very homely"

"The staff make the place what it is"

"Anne (the manager) is amazing. She makes herself available to discuss anything"

"The staff are a great support to the relatives too."

## Self assessment

We did not request a self-assessment this year. We discussed and considered the service's own development plan as part of this inspection.

## 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

Mo Dhachaidh provides a welcoming, warm and supportive environment for people using the service and visitors.

Staff provided a lovely level of care and attention to people. Interactions between staff and people using the service were very caring, warm and encouraging. Staff showed a gentle manner which people responded to positively.

People were being supported with kindness and patience. Staff were attentive to people's needs and understood how important it was to support people at their own pace without rushing.

Peoples' personal plans provided a strong level of information and guidance for staff on how to support the person appropriately. Our observations of staff practice, showed that they followed the guidance in peoples' plans.

Meal-times were a positive experience for people. Staff provided a lovely level of attention and assistance to people, while encouraging their individual level of independence. Staff had a very good understanding of peoples' preferences and routines.

A great strength within the home is how they support people to remain a part of the local community. We were impressed by the commitment of the staff to assist people to keep in touch with their religious and spiritual beliefs.

The manager and staff work hard to enable people to maintain their hobbies and past lifestyles. It was obvious that the home embraced people's skills and abilities and helped them to maintain these for as long as possible.

Relatives felt fully involved in the home activities and spoke very highly of the staff group. They felt the staff supported them as well as their relative.

Staff were well supported in their roles by regular supervision sessions and an appropriate level of training and development opportunities.

Staff demonstrated a natural and positive understanding of person centred support and were committed to providing a high quality of care.

People were kept safe by the service following good practice guidance when recruiting new staff.

## What the service could do better

The service should review the documents they use for people's six monthly review meetings. This would benefit from including further information on the views and comments from people and their relatives about the care provided in the home.

We discussed with the manager the use of pain assessment tools for a person using the service. The manager planned to review the pain management procedures in the home. This is to include the use of pain assessments when people had difficulty, or were unable to say when they were in pain.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
9 Feb 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
14 Mar 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
6 Mar 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
7 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Feb 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
7 Mar 2011	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
9 Dec 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
2 Feb 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Sep 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
6 Jan 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
17 Jul 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànanan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.