

Harestane Nursing Home Care Home Service

122 Harestane Road
Dundee
DD3 0NY

Telephone: 01382 833123

Type of inspection: Unannounced
Inspection completed on: 15 May 2018

Service provided by:
Priority Care Group Limited

Service provider number:
SP2003000048

Care service number:
CS2003010701

About the service

Harestane Nursing Home is situated in the Kirkton area of Dundee, and can accommodate up to 66 older adults; two of which, can be over the age of 50 with nursing needs. Harestane is convenient for local services and public transport.

The home is surrounded by a secure, well landscaped garden, which can be easily accessed by the people living at this service.

There is a hydro-therapy pool attached to the home, which residents can access, however, this is not regulated by the Care Inspectorate.

The mission statement of this service is:

'To assist every client with improving their quality of life, encouraging independence and allowing them to be comfortable with excellent care in the home, by providing professional care with dignity, respect and compassion.'

This service is provided by the Priority Care Group.

What people told us

We sent out 44 care standard questionnaires to people using the service, relatives and staff prior to our inspection, and 17 were returned to us. We also spoke with people during the course of our visit to the service; the views of people who responded, is reflected here:

People using the service:

'The staff provide an excellent level of care and support, I am extremely satisfied with the level of care and support provided'

'It is actually like living at home'

'The care is good'

'The staff are great, I was out in the garden this morning'

'The food is good, always a choice of two things at night'

'They look after us well, I'm happy'

'We are well looked after, If I was going on holiday, I would come here'

'I have been in quite a few places, this is the best, very well looked after'.

Relatives/friends:

'Manager shows strong leadership, and leads by example'

'Staff all appear very capable'

'We are very happy with all aspects of Harestane Care Home'

'My relative has a named nurse, and you couldn't ask for a more caring nurse, nothing is a problem for her, she really cares for her residents'

'The staff are always willing to listen and are cheerful and helpful'

'I have no complaints about my relatives care'.

Staff:

'Priority are a good company, who looks after their staff, and the manager is second to none'

'I enjoy working here, all the staff are helpful and the manager of the home will go out of her way to help anybody'

'The manager lives and breathes for her clients, could not have a more dedicated member of staff'

'I feel very supported in my job role, and all my training needs are met. I can identify training that would be beneficial, and the training is always scheduled'

'I feel very supported, and have become more confident over the past two years. I can always go to the managers for any support'.

Self assessment

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

From this inspection we graded this service as:

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

What the service does well

We looked at quality theme 1, quality of care and support, and quality theme 4, management and leadership during this inspection. We found that this service was performing at a very good level in both areas.

People should expect to be able to live an active life, and have an environment that is relaxed and welcoming. We found that staff supported people at a relaxed pace which helped to create a calm and homely atmosphere.

The service had recently taken on a dedicated activities co-ordinator, who was ensuring that there was a range of activities for people to participate in if they wished. Activities for the week were displayed prominently on both floors of the service. Relatives told us, 'that the activity boards reassure us that there is always something going on.' We saw groups of people enjoying the garden and participating in different activities during our visit.

The service was working hard to improve access to the local community and had developed links with local primary schools and the library. There were plans for children to come in on a regular basis to do arts and crafts with residents, which we will follow up at our next inspection.

The community library visited the service every three weeks to exchange books and leave a different 'reminiscence box'. This provided residents and staff with new topics for discussion and interest, and was used to support conversation and social interactions between staff and residents. The service had a computer room available for residents and this was used to support contact with relatives who were unable to visit, through Skype and social media.

Residents told us that the food was good, and that there was always a choice. We were pleased to see snack box's offered to people in the morning, with a range of preferred snacks and treats. These were topped up during the day; especially for people who needed additional support to maintain their weight.

Support plans detailed the support needs of individuals, which were clear and regularly updated. Work was progressing to ensure that plans were more outcome focused; this will be a continued area of development for the service.

There was good evidence of peripatetic professional support throughout the support plans that we looked at. A lot of work had gone into improving some charts to ensure that these worked better for individuals and provided better information for visiting professionals.

We saw that the manager and deputy had very good systems in place to monitor all areas of the service.

We found that staff were supported, and had access to regular supervision and an annual appraisal. We were pleased to see that direct observations of staff practice were carried out; this meant that training needs were identified, and ensured that staff were maintaining good standards of care.

We saw the development plan for the service, which clearly set out areas that the service wanted to improve over the coming months.

Everyone who responded to our questionnaires, or spoke with us told us 'that the manager was excellent', and 'the door is always open'.

What the service could do better

Although support plans clearly set out the care needs for each individual, we found that information about each individual, their interests and preferences varied across the plans that we sampled. The manager was aware that plans needed to be more personalised, and acknowledged that this was an on-going area of development for the service.

A new activities coordinator was working hard to improve the range of activities for people when on duty. However, we found that some staff relied on this person to undertake all, or most activities. The manager was

aware that all staff had a role in supporting activities and social opportunities. This is to ensure that people could maintain their interests and have meaningful days.

Residents and relatives had opportunities to feedback about the service; however, we found that there were missed opportunities in capturing this information. Although reviews were carried out, these were not always signed by the person or their legal representative, so we could not be confident that people agreed with all areas of discussion.

The service development plan could be strengthened by including how residents, relatives and staff have contributed to the plan, and including ideas of how the service could be improved.

We discussed the use of reflective logs following training for staff, and how these, linked to direct observations could strengthen direct observations and supervision. This would help to ensure that training was effective and support staff to maintain their registration requirements with the Scottish Social Services Council and Nursing and Midwifery Council.

It was good to see that good practice is being recognised within direct observations of staff, however this could be strengthened by including more detail, and for staff to use this feedback in reflective logs.

Hourly checks were being carried out for all residents throughout the night. We asked that night time regimes could be reviewed to make sure information was accurate and up to date, involved choice, and were linked to risk assessments and need.

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.

Inspection and grading history

Date	Type	Gradings
15 Jun 2017	Unannounced	Care and support Environment 5 - Very good Not assessed

Date	Type	Gradings
		Staffing 5 - Very good Management and leadership Not assessed
13 Jun 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
15 May 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
22 Apr 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 6 - Excellent
20 Jun 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
18 Jul 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
2 Feb 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
1 Jun 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
14 Dec 2010	Unannounced	Care and support 3 - Adequate Environment 4 - Good

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed Not assessed
30 Jul 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
21 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 4 - Good 4 - Good
21 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 4 - Good 3 - Adequate
11 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate
9 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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