

Meadows Care Home (Huntly) Care Home Service

Burnside Road
Huntly
AB54 8UH

Telephone: 01466 794848

Type of inspection: Unannounced
Inspection completed on: 24 May 2018

Service provided by:
Dounemead Limited, a member of the
Four Seasons Health Care Group

Service provider number:
SP2005007537

Care service number:
CS2003010360

About the service

The Meadows Care Home is a purpose-built single storey home located in the outskirts of the market town of Huntly. The provider is Dounemead Limited, a member of the Four Seasons Health Care Group.

The service has been registered with the Care Inspectorate since 1 April 2011. It is registered to provide a care service for up to 41 older people and for two named people under the age of 65. At the time of our inspection there were 41 people living in the home.

All 43 bedrooms are for single occupancy and have en-suite toilet facilities. There are two wings; Kirkney and Isla. Isla provides care for people living with dementia. There is shared access to showers, bathrooms, sitting and dining rooms. People have access to enclosed gardens.

The service's caring value states "we demonstrate our caring nature through our words, actions and choices. It is at the forefront of our hearts and minds. We give confidence and belief to others that we care".

What people told us

We sent 30 Care Standards Questionnaires to the manager to randomly distribute to people who live in Meadows Care Home and to visitors to the service. Four completed questionnaires were returned to us. An inspection volunteer assisted us with our inspection and we spoke with nine people who use the service and with six visitors. We used some of their comments to inform our inspection, for example:

"I have only been here for three weeks and the staff are extremely friendly, kind and make you feel at home as much as they can."

"Sometimes actions agreed at meetings are not carried out."

"Staff are good, very attentive."

"More stimulation is needed."

"I am always made to feel welcome." (visitor)

"There isn't enough to do. It's a challenge finding appropriate stimulation."

"I feel safer here and everything is very clean."

"We are kept well informed of any changes." (visitor)

"Enough choice at mealtimes."

"Meals are much better now."

We concluded that people are generally happy with the service provision.

Self assessment

A self-assessment was not required for this inspection. However, the service had a development plan in place that demonstrated areas for improvement that would continue to develop 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	4 - Good
Quality of management and leadership	not assessed

What the service does well

The quality of care and support and for the staff in the service was good. Whilst this had a positive impact on the lives of people, we identified areas that could be developed that would further improve the quality of people's lives.

I experience care and support where all people are respected and valued. People looked well. Staff had recognised the importance of helping people maintain a sense of identity and personhood. People were assisted with hair styling, their jewellery and makeup. This resulted in good outcomes for those people.

My care and support is consistent and stable because people work together well. The new management team had recognised the importance of recruiting a permanent staff team to ensure that there was consistency in the standards of care experienced by people. We observed a well organised team of staff being directed and guided by senior staff to ensure that care needs were done timeously. This meant that people didn't have to wait for assistance.

I can use an appropriate mix of private and communal areas, including accessible outdoor space, because the premises have been designed or adapted for high quality care and support. We observed people chose to spend their time in shared lounges that were furnished to a good standard. It was good to see that people who chose to stay in their bedrooms were assisted by staff to remain comfortable, for example a curtain had been pulled to stop the sun shining directly in one person's eyes, and assistance given to access appropriate radio stations.

We observed throughout our visit people use the gardens. We saw how this benefitted the health and wellbeing of people and observed lovely interactions between people, visitors and staff in the gardens. People appeared happy and relaxed when outdoors.

People should benefit from a culture of continuous improvement. The service was currently improving the environment in Islay. Areas that did not meet best practice had been identified through a robust completion of an environment audit. Improvements to lighting, floor coverings, signage and wall colours will enable people living with dementia to be more independent. Further audits were completed, although these gave an overview of how well the service was completing processes, there was poor evidence of how these processes affected outcomes. We discussed with the manager areas where provider audits could be developed to assess how outcomes for people could be captured.

People should enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible. The dining experience for people had improved and there was high levels of satisfaction with the quality of meals. Mealtimes were relaxed and we observed the social aspect of dining had improved. People were assisted to retain skills, for example spreading their own toast at breakfast. The service should continue to expand how people can be enabled to regain or maintain skills at mealtimes, for example pouring their own drinks, and adding their own milk.

The service had met three of the recommendations made at our last inspection.

What the service could do better

My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices. We found that details obtained on specific health needs were not always reflected in the plans that were in place. This resulted in poorer outcomes for some individuals due to these specific needs not being met. Appropriate assessments that were required for people with specific mental health needs were not in place. This meant that care and treatment may not be reflective of people's actual need. Daily entries and evaluations of plans were task focused rather than reflecting the outcomes for people. The service should look to improve the standards of care documentation to make it outcome focused and reflective of the needs of people.

We were concerned during our visit that a new person who had come to live in the home had difficulty settling into their new home. We saw that items that would have personalised their bedroom remained unpacked. This may have helped this person have a sense of belonging due to the familiarity of having their important belongings around them. The moving-in process to a new home can be a stressful time for some people; the service needs to assist people in creating a warm and familiar environment to reduce the stress experienced by some people.

There should be confidence in people because they are trained, competent and skilled. We were concerned that one new staff member had not completed training in how to assist people to move safely. Although we were informed that this member of staff would not assist people until their training was completed, there was an impact on the workload of the team where they worked. People may have to wait due to not all staff on shift being equipped with the necessary skills and knowledge to meet all aspects of their role. The service needs to ensure that all staff have completed their training prior to working unsupervised.

People told us that they liked having their hair done. It was disappointing to see that the home did not have a hairdressing salon. The hairdresser worked in a corridor. This had an impact on the experience for people and did not promote dignity. The service should provide an appropriate hairdressing environment for people to improve the experience of this important part of people's lives.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
12 May 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
7 Dec 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
14 Jan 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
17 Nov 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
13 Mar 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
31 Oct 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
12 Nov 2012	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
14 May 2012	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
30 Aug 2011	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	Not assessed
7 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
2 Sep 2010	Announced	Care and support	4 - Good
		Environment	4 - Good
		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
24 Apr 2009	Announced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
11 Dec 2008	Announced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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