

## **Dorward House Care Home Service**

24 Dorward Road  
Montrose  
DD10 8SB

Telephone: 01674 673871

Type of inspection: Unannounced  
Inspection completed on: 31 May 2018

**Service provided by:**  
Governors Of Dorward House

**Service provider number:**  
SP2003000049

**Care service number:**  
CS2003000389

## About the service

Dorward House is a 40 bed residential care home for older people based in the Angus town of Montrose. It has as part of its provision a specialist dementia unit.

## What people told us

During the inspection five service users and four visiting relatives were spoken with by the inspector. The feedback received was all very positive. Here are some of the things people said.

Service Users:

- 'All the staff are absolutely lovely.'
- 'The food is excellent with plenty of choice.'
- 'There's always something interesting going on. Today the Minister is coming in to give a service and tomorrow there will be an exercise class. Yesterday we all sat out in the sun.'
- 'I feel safe living here.'
- 'They couldn't do enough for me we can also have a joke and a laugh together.'
- 'If I need the Dr they will call him for me.'
- 'I was dancing the other day it was great fun.'
- 'They organise my medication for me and so far there have been no problems.'
- 'At Easter we had an Easter egg hunt and all the families came it was really good.'
- 'When I buzz for assistance it always comes quite quickly.'
- '10 out of 10.'
- '20 out of 10.'

Relatives:

- 'The staff are very attentive and will call a GP if they are worried about my mother's health.'
- 'If there were any problems I just have to ask the staff and they sort them out.'
- 'There are plenty of private spaces I can go to with my mother if we want to be on our own.'
- 'We visit a lot and there are never any bad smells.'
- 'Having my mother here is a weight off my mind I know she is safe and well cared for.'
- 'She goes to the hairdresser every week, on trips out and I have been offered lunch on many occasions so I can eat with my mother.'
- 'The service has got better in the last few years the new managers should take some credit.'
- 'They have managed to make my father feel settled and comfortable which was not the case when he first came here.'
- 'When I visit I sometimes make a cup of tea for everyone in the unit, it's great.'
- 'Excellent!'
- 'They keep people engaged either by giving them things to do or by having a chat with them and a joke and a laugh.'
- 'They are good at communicating sensitively with relatives especially when they are unsure about their loved one coming into care.'

## Self assessment

A self assessment was not required to be completed at this inspection, however the service spoke about their goals and aspirations for the forthcoming year. The management team had identified some of the strengths and areas that they wanted to develop and had their own service development plan for 2017/18.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

## Quality of care and support

### Findings from the inspection

The service had an excellent quality of care and support. People should expect to be treated with dignity, respect, compassion, they should feel included and have their wellbeing addressed – this was certainly the case in this service. Here are some examples of the outstanding practice we saw:

- People experienced a culture of high quality care and support. Observation of staff interacting with service users showed them to be very positive, compassionate and listening to people's requests and choices. Care staff were not afraid to give people a cuddle, hunker down to their level for communication and to engage them in conversation. Staff were smiling, upbeat and genuinely friendly.
- Service users benefited from excellent health support including liaison with GPs, community nurses, physiotherapy services, dementia liaison services and psychological services. Staff were trained in the administration of medication and things like dementia, epilepsy and management of pressure care. This allowed them to live as full a life as possible.
- The service was outstanding in the way it promoted opportunities for social interaction and activities. There was evidence of musical nights, exercise classes, church services in-house, trips out, walks from the home, one-to-one activities such as hand massage and gardening. One service user told the inspector if she just wanted to stay in her room that was okay as well. In addition the day-to-day interactions between staff and service users fully respected and included residents as people in their own right.
- The general environment of this service was outstanding. People were able to use an appropriate mix of private and communal areas if they wished. The environment of the home had been made even more stimulating and interactive with the addition of murals in the corridors and areas where people could pick up interesting objects and look and play with them. The fixtures and fittings were suitable for use by people with dementia. On the day of inspection service users were sitting out in the sun, in the beautiful garden, having the newspaper read to them and being shown the pictures.
- Residents were very complimentary about the food. They felt they had been involved in the compilation of the menu so that they could get the meals that they enjoyed. The inspector tried out the food, which was excellent, and noticed that the menu had a variety of different dishes on offer encompassing traditional fare such as steak pie and a more modern food such as pasta dishes and garlic bread.
- Support plans that were looked at were very detailed and person centred. Residents were getting regular reviews, support plans were updated constantly and benefited from a daily routine sheet to give a brief overview of the care each person required each day. Residents who were spoken with felt that the care package provided and the way it was provided was outstanding.

In care homes people should expect and experience high quality care and support that is right for them. This was certainly the case at Dorward House. This was a very well-resourced service where staff had time to really interact with residents and engage them. There was a pervading culture of fun and sense of community. It was clear that staff really knew the residents and their needs and really supported them in an excellent way. The staff were of a high quality as well, a testament to the service's effective recruitment of, and support for, their staff. This service has been deemed as excellent by the inspector.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 6 - excellent

## Quality of environment

This quality theme was not assessed.

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

Residents at Dorward House experienced a high quality of care, support and confidence in the organisation. It was clear that the management team for this service was committed to positive outcomes for service users. Here are some examples of the excellent practice that was seen:

- It was clear that residents in Dorward House were fully confident in the people that looked after them. The staff at the service were not only well supported but they were positively encouraged to develop their skills. The management team were actively engaged in developing the senior staff so that they could undertake small improvement projects. These were seen taking place in relation to; staff sitting down with residents at mealtimes, pharmacy liaison, anticipatory care planning and leadership. They were also trying to develop their relationship with local GP practices. These improvements had already benefited outcomes for service users.
- It was clear that the management team was promoting an effective team ethic amongst the staff which promoted their own feeling of ownership of their role and boosted their confidence when supporting residents. Observation of staff practice bore this out. It was important that staff were effectively supported as evidenced by practices such as: debriefings when a service user died, supervision sessions where scenarios were discussed as a means of improving practice and listening to staff's ideas. The outcome of this produced confident relaxed workers who transmitted their confidence into their interactions with residents who were obviously at ease and relaxed with staff as a result.

- The environment of the service had been developed in order to be more stimulating and interesting for the people that lived there. It was clear that staff were empowered to make full use of the environment such as the gardens, the summer house and the various other rooms available within the home. The outcomes from this were that the beautiful environs of Dorward House were made fully accessible to people some of whom just went off and sat in a quiet corner of the garden when they chose to.
- The service had various ways of gathering the views of residents and other stakeholders including questionnaires, review meetings, newsletters, coffee mornings/afternoons and an open door policy. The service was engaged in a benchmarking exercise to position itself in comparison to other residential homes. This meant that service users felt fully involved and consulted in things that effected them in their lives within the home.

In conclusion the management of the service showed a commitment to development and improvement of outcomes for residents. Discussion with stakeholders and service users showed that they were fully confident in the organisation that was providing their care and support. It had made the best of its resources including the wonderful environment and the outstanding staff group which is why a grade of excellent has been awarded here.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 6 - excellent

**What the service has done to meet any requirements we made at or since the last inspection**

## Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

There are no outstanding recommendations.

### 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).

### Enforcement

No enforcement action has been taken against this care service since the last inspection.

### Inspection and grading history

Date	Type	Gradings
19 Jul 2017	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>Not assessed</div>
20 Dec 2016	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>
22 Feb 2016	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>5 - Very good</div>

Date	Type	Gradings
31 Mar 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
17 Mar 2014	Unannounced	Care and support Not assessed Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
29 Apr 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
18 May 2012	Unannounced	Care and support Not assessed Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
21 Nov 2011	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
18 Oct 2010	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
1 Feb 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
24 May 2010	Announced	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed



Date	Type	Gradings	
13 Oct 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
30 Jan 2009	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
13 Jun 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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