

Alma McFadyen

Care Home Service

Mill Street
Dalbeattie
DG5 4HE

Telephone: 01556 610539

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

Service provided by:
St Philips Care Limited

Service provider number:
SP2003003516

Care service number:
CS2005111354

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

Alma McFadyen House is situated in a quiet area in the centre of Dalbeattie with easy access to local amenities.

The service is registered as a care home for up to 24 residents and offers a 24 hour residential service and has respite accommodation. At the time of this inspection, 19 people were living in the care home, one resident was in hospital and there was also a new admission.

The home comprises of the former Alma House which adjoins McFadyen House, a large single storey purpose built extension. A passenger lift is provided to the first floor level in Alma House to enable residents to access their bedrooms on the upper level. The service has a large lounge, a smaller quieter lounge and a dining area. In addition, residents can enjoy the enclosed garden area.

The service stated that its mission is to "provide a quality service that meets the needs of the whole person by promoting independence and carefully monitoring a safe environment".

What people told us

We refer to relatives, friends and advocates as carers. They do not include care staff. Resident and relatives commented positively about the quality of service during this inspection. We also took account of comments made in care standard questionnaires by individuals. Comments included.

"Lovely place, happy here."

"The home is spot on. Lassies (staff) couldn't be nicer. The staff let me know of any changes at all - like health"

"Staff are very good and helpful. I'm happy with my room and how they look after me."

"Wonderful"

Self assessment

The service had not been asked to complete a self assessment in advance of this inspection. We looked at their own quality assurance processes. We advised the manager to introduce and implement their development plan.

From this inspection we graded this service as:

| | |
|--------------------------------------|---------------|
| Quality of care and support | 5 - Very Good |
| Quality of environment | 4 - Good |
| Quality of staffing | not assessed |
| Quality of management and leadership | not assessed |

What the service does well

Alma McFadyen provides very good person-centred care. We found the culture within this service was an inclusive one, where residents experienced a sense of belonging. For example, some residents knew each other and had formed friendships and positive relationships. All residents and relatives spoke highly of the staff team and quality of the personal care they provide. People told us that staff are "kind" and "compassionate," and, that they were treated with respect and dignity.

Residents with cognitive impairment were supported to make their views known. Care staff were knowledgeable about residents and knew their personalities, behaviours and preferences well. Residents were supported and enabled to participate in activities of their choice and staff worked hard to create a sense of belonging and social inclusion by including people in meaningful conversations within the home. In addition, people were supported and enabled to access the wider community. For example, attend local events, churches, the town centre and where appropriate, have access to the wider world through use of personal electronic devices and the internet.

Health information was available for staff, informing them about various illnesses and about how they could access support. Staff were skilled in meeting resident's health and wellbeing needs and monitored changes in health needs. Staff had been responsive to healthcare issues and worked well with local health care professionals like GPs, district nurses, dieticians and opticians to maintain and improve residents health needs.

The services medication systems were accurate and accountable.

We were impressed with the services electronic system for recording care. Staff using the system were clear about data protection and confidentiality. We noted that entries were recorded in a respectful, personalised and individual manner. These reflected people's care needs, preferences and wishes. The system enabled staff to update changing needs quickly which alerted senior staff to take action. The service had continued to improve the use of personal plans. We found it to be highly detailed and easily accessible to staff who were able to input information immediately via hand held devices. Staff told us that this enabled them all to know about changing care needs quickly and also freed them up to spend more time with residents. We noted that entries were immediate and reflective of what we had observed in practice.

People's care needs were formally reviewed six monthly as required or immediately if needs changed. Residents and relatives told us that they were being routinely involved in reviews. We found that staff advocated for residents and were aware of legal status for residents. For example, Power of Attorney. This ensured clarity about decision making and that rights of residents are promoted and protected.

We found effective communication systems which gave staff direction, there was a stable staff team with minimal changes and staff described morale to be "good". People we met spoke highly of the management and staff team. There was a good training plan in place which enabled staff to meet their requirements for registration with the Scottish Social services Council (SSSC). All of which improved practice and supported good outcomes for people living in the care home.

Maintenance records sampled were up to date and there was a system for reporting repairs. We found the environment to be well maintained, clean and fresh. People told us they were happy with their bedrooms and we noted that they were highly personalised. Areas of the care home were homely and inviting. There was a calm and relaxed atmosphere and we observed residents move around the home freely or, if needed, with appropriate support. We were impressed that the service made good use of technology to enable and support people to keep in touch with families by use of electronic tablets. Residents confirmed this and told us there was WiFi in the care home and that they also felt safe.

People we met spoke positively of the manager. They told us that their views were always listened to any issues they raised were dealt with timeously and to their satisfaction.

We noted there was a high level of satisfaction from residents about the quality of care and support provided at this home.

What the service could do better

We found that there was a good programme of activity and discussed the potential of improving physical activity for residents. We directed the manager to the Care About Physical Activity toolkit (CAPA) (information is available on www.capa.scot and on the Care Inspectorates HUB website.).

We found the services electronic care management system to be very good. However, six monthly formal care review notes where decisions are made about individuals are maintained separately. We discussed with manager the potential for missing a key decision made at a review and advised that the electronic system should also include review decisions. This would ensure continuity in the recording of personal plans and delivery of support.

The services medication system was accurate and accountable and residents are given medication as prescribed. However, we found that for some residents there were "as and when required" medications which had come to be administered on a regular basis. We advised that it is good practice that when this happens, it should be reviewed by a GP and added to the regular prescription and removed from "as and when required".

All residents have their own bedrooms. However, not all bedrooms have en-suite facilities and we noted that for those bedrooms without en-suite bathrooms, the service uses commodes. We have recommended that the provider review bedrooms to include en-suite facilities as part of a refurbishment programme. We advised about recent guidance -Building better care homes for adults (Care Inspectorate 2018) available at www.careinspectorate.com). (See recommendation 1)

We noted that one bedroom on the upper floor had a fire exit leading from it. We discussed with the manager the potential for safety and that it compromised privacy and wellbeing for the occupant. We have recommended that the service review the use of this room as a bedroom. (See recommendation 2)

We found aspects of the environment could be improved to enhance the daily experience for residents. For example, access to bathrooms, improved signage (particularly on bedroom doors), noise levels and distraction of the television, ambient room temperature and easy access to the garden. We signposted the manager to the Kings Fund EHE environmental assessment tool to enable the continued development of a supportive environment for people with dementia. The manager agreed that they would review this and use the Kings Fund EHE environmental assessment tool to evaluate environment. Information from this should be used to continue to develop a supportive environment for people with dementia.

We found that the service staffing schedule is now dated and needs to be reviewed to more accurately reflect the current level of staffing and service being provided. The manager has agreed to submit a variation to the Care Inspectorate to update their Certificate of Registration and staffing schedule.

In discussion with the staff and manager, we found that there continued to be positive changes. For example, during inspection, the garden area was being developed for residents. We advised that the manager to introduce a service development plan as part of their own quality assurance systems.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider should review bedrooms to include en-suite facilities as part of a refurbishment programme.

National Care Standards care homes for older people – standard 4: your environment.
Health and Social Care Standards 5.28.

2. The use of the bedroom on the upper floor with the fire exit leading from it should be reviewed to ensure safety and well being.

National Care Standards care homes for older people – standard 4: your environment.
Health and Social Care Standards 5.16 & 5.19

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 |
|-------------|-------------|--------------------------------------------------------------------------------------------------------------------------------|
| 23 May 2017 | Unannounced | Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed |
| 22 Jul 2016 | Unannounced | Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 5 - Very good |
| 29 Mar 2016 | Unannounced | Care and support Not assessed Environment Not assessed Staffing Not assessed |

| Date | Type | Gradings | |
|-------------|-------------|--------------------------------------------------------------------------|---------------------------------------------------------------|
| | | Management and leadership | Not assessed |
| 8 Jul 2015 | Unannounced | Care and support Environment Staffing Management and leadership | 4 - Good 3 - Adequate 4 - Good 4 - Good |
| 6 Mar 2015 | Unannounced | Care and support Environment Staffing Management and leadership | 4 - Good 3 - Adequate 4 - Good 4 - Good |
| 16 Jul 2014 | Unannounced | Care and support Environment Staffing Management and leadership | 4 - Good 3 - Adequate 4 - Good 4 - Good |
| 15 Aug 2013 | Unannounced | Care and support Environment Staffing Management and leadership | 3 - Adequate 4 - Good 4 - Good 4 - Good |
| 13 Dec 2011 | Unannounced | Care and support Environment Staffing Management and leadership | 5 - Very good Not assessed 4 - Good Not assessed |
| 8 Dec 2010 | Unannounced | Care and support Environment Staffing Management and leadership | 5 - Very good Not assessed Not assessed Not assessed |
| 1 Jun 2010 | Announced | Care and support Environment Staffing Management and leadership | 4 - Good 4 - Good 4 - Good 4 - Good |
| 22 Jan 2010 | Unannounced | Care and support Environment Staffing | 4 - Good Not assessed 2 - Weak |

| Date | Type | Gradings | |
|-------------|-------------|--------------------------------------------------------------------------|--------------------------------------------------------------|
| | | Management and leadership | 3 - Adequate |
| 17 Jun 2009 | Announced | Care and support Environment Staffing Management and leadership | 4 - Good 3 - Adequate 3 - Adequate 3 - Adequate |
| 6 Mar 2009 | Unannounced | Care and support Environment Staffing Management and leadership | 3 - Adequate 3 - Adequate 4 - Good 4 - Good |
| 23 May 2008 | Announced | Care and support Environment Staffing Management and leadership | 3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate |

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