

Drumdarroch House Nursing Home Care Home Service

Mill Road
Insch
AB52 6JA

Telephone: 01464 820808

Type of inspection:

Unannounced

Completed on:

26 July 2018

Service provided by:

Priority Care Group Limited

Service provider number:

SP2003000048

Service no:

CS2003010387

About the service

Drumdarroch House Nursing Home is registered to provide a care service to a maximum of 41 older people, of whom no more than three may be adults with physical and sensory impairment. It is owned and managed by the Priority Care Group Limited.

The care home was purpose-built. It is a detached, single-storey building in a quiet residential area in the village of Inch. There are communal sitting rooms and a large dining area. All the bedrooms are single rooms with en-suite facilities.

The service's written statement of aims include 'supporting people to have a happy, homely, secure but enabling lifestyle.' The people who live here are known as residents and we will use this term in the report.

This service has been registered since April 2002.

What people told us

We spoke to 11 residents, who stay at Drumdarroch House. We also spent time observing staff practice in the home and how the staff interacted with residents. We received very good feedback regarding the food and choices of activities that were available. They said staff were "wonderful" and that the staff "could not do more to make life better". We saw residents and staff interacting in a kind, relaxed and friendly manner. All residents indicated they were very happy living at Drumdarroch, their comments included:

- "It's a good life".
- "I have good days and bad days, but mostly good".
- "Life is good here".
- "A real home from home".
- "Well, this is my home now".
- "The girls are nice."

We spoke to three relatives or friends during our inspection. They all spoke very highly of the management and the quality of care. The relatives praised the high standard of care provided by the staff. They felt that communication with the staff was very good and that the staff were "wonderful". One relative spoke of how well her relative had settled in and that they were happy. Relatives stated that they were made very welcome and comfortable visiting.

The views of the residents and their families have greatly informed the findings of this inspection and are included throughout this report.

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 indicated their priorities for development and how they were monitoring 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 assessed the service to be performing at a very good level. We were delighted to see that the service continued to build on the previous practice. All areas for improvement discussed and highlighted at the last inspection have all been put into practice. These have enhanced or promoted improved outcomes for the residents.

Residents should experience care and support that is right for them. There was a strong stable, compassionate team of staff. It was clear that staff knew the residents very well. They were aware of how they like to spend their time and tried hard to ensure the residents remained as independent as possible within the home. Staff were able to discuss in detail, residents' abilities and how they were encouraging and supporting them. There was a calm, kind and genuine ethos of care displayed by staff. It was clear the staff and management team were focused on aiming to provide individualised care and support to each resident.

It is important that residents maintain their interests, activities and what matters to them in the way that they like. The staff, led by the activities coordinator and a small team of volunteers have been part of the national Care About Physical Activity improvement programme (CAPA). This programme builds on the skills, knowledge and confidence of social care staff to enable those they care for to increase their levels of physical activity and move more often. Residents spoke of how well the staff supported them to do the things they enjoy and to keep occupied. One resident often helped peel the tatties while another watered the garden. One resident said the volunteers "make me feel good about myself". The change in culture within the home to considering the residents' wellbeing and not mainly focusing on the care, had to be commended.

All residents should be respected and valued. Staff showed genuine warmth, compassion and understanding. The staff took time to answer questions or concerns. The residents were not being fobbed off or encouraged to sit down or have a cup of tea. This was very positive and assisted in reducing the residents' levels of distress or anxiety.

It is important that residents' needs are met by the right number of staff. One resident raised a slight concern regarding the use of agency staff, but "only because they don't know me". No further concerns regarding staffing levels were raised. The manager continued to formally review the staffing levels and how staff were deployed within the home.

It is important that residents experience warmth, kindness and compassion. This is achieved by people working

together. We were told that communication between residents, relatives and staff was very good. Relatives spoke of being involved in the life of the home and being made to feel welcome. Staff also spoke of the systems that were in place to ensure information regarding changes in the residents' care and support needs were passed on to other staff. This had assisted in providing good continuity of care for the residents.

Residents should benefit from a culture of continuous improvement. We found that the quality assurance processes and procedures continued to be an integral part of how the service operated. All staff and some residents had been involved in the auditing processes. This has had a very positive outcome on the way the service has continued to improve and develop the good practice demonstrated by staff. A variety of both formal and informal methods were used to seek feedback from residents and relevant others.

The service and organisation should be well led. One of the main fundamental factors within Drumdarroch is that the manager and the leadership team had set the philosophy amongst staff regarding the culture within the home. We received a lot of very positive feedback regarding the manager being highly visible. Staff said "teamwork and morale was very good". They said that they felt very supported and proud to work at Drumdarroch. This was having a very positive outcome on the residents.

What the service could do better

Residents' personal plans should be right for them. It should set out how their needs will be met, as well as their wishes and choices. There was a stable, consistent staff group within the home. This resulted in the staff knowing the residents very well, including their likes, dislikes, routines and habits. Unfortunately this information was not always reflected within the residents' personal plans. This resulted in the many positive improvements and achievements in the residents' health, welfare and wellbeing not being fully evaluated.

It is important that residents are protected from harm, neglect and abuse. The staff had a good understanding of safeguarding and the Adult Support and Protection (ASP). Staff should be aware of the local interagency guidance. This will assist in any incidents or concerns being reported promptly to the ASP team should the management team be unavailable.

If any residents' independence, control and choice are restricted, it should comply with relevant legislation. Clear systems and processes were in place to comply with the good practice guidance in relation to the Adults with Incapacity Act or actions that may reduce a residents freedom of movement, for example the use of bedrails. However, staff need to consider the keypad entry system to the home and the systems in place to safeguard residents who wish to leave the building but are unable to do so.

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
4 Sep 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
14 Jul 2016	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
16 Dec 2015	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
15 Jul 2015	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
13 Mar 2015	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 4 - Good
4 Sep 2014	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
22 Jan 2014	Unannounced	Care and support 4 - Good

Date	Type	Gradings
		Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
15 May 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
18 Dec 2012	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 2 - Weak
7 Aug 2012	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
28 Jul 2011	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
10 Dec 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
30 Sep 2010	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
1 Mar 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
11 Aug 2009	Announced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good
2 Feb 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 3 - Adequate

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