

Pine Villa Nursing Home Care Home Service

4 Hawthorn Gardens
Loanhead
EH20 9EE

Telephone: 0131 440 3324

Type of inspection:
Unannounced

Completed on:
27 July 2018

Service provided by:
Mansfield Care Limited

Service provider number:
SP2005007720

Service no:
CS2005112999

About the service

This service has been registered since 2006. Pine Villa nursing home is registered to provide a care service to 19 older people.

The service is located in Loanhead, Midlothian. The property is a converted and extended house and the accommodation is provided on two floors. A stair lift gives access to the upper floor. There are 13 single bedrooms, one of which is en-suite, and three twin bedrooms. The home has a garden and limited off-road parking at the side and rear of the house.

The provider of the service is Mansfield Care Limited. The service's aims and objectives are: "At Pine Villa, our care services are designed around the health and well-being of our Residents. We provide personalised nursing care, practical support and social activities aimed at helping Residents to lead as full a life as possible."

What people told us

Before the inspection we received 13 Care Standard Questionnaires from residents and relatives. Almost all comments were positive. People said "the nurses know what food I like to eat", "staff are super", "really nice and (the home is) clean".

One relative said on one occasion there was a backlog of laundry. Also, that they wanted more trips out and more time outdoors for residents. We looked into this during the inspection.

Self assessment

We did not ask for a self assessment in this inspection year.

From this inspection we graded this service as:

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

What the service does well

People and relatives told us that they were very happy with the service they were receiving. Overall, this tells us that people experience a high quality care and support that is right for them. People also told us that they were fully involved in decisions about their care. People and their relatives were encouraged to give feedback regularly at meetings.

The nursing home was very clean and rooms were on the whole very personal and decorated to a person's individual choice. This is important for people's wellbeing and gives us confidence that residents can experience a high quality environment.

We could also see that areas of the home which needed to be kept locked for safety reasons were locked. Also, we could see that equipment in use was checked regularly. Furthermore, we saw new signs on the bathroom and toilet doors in larger print. This is important for people's wellbeing and safety.

We could see that people's skin care was managed well. People regularly received assistance with applying prescribed creams in line with the doctor's instructions. Also, we could see that residents were assisted regularly to maintain their oral hygiene. This tells us that people can have confidence in staff because they are trained, competent and skilled.

We also found that staff had been recruited according to best practice and that checks were routinely done to make sure that staff were registered appropriately with a professional body. For people's wellbeing, it is important that people can have confidence that staff have been appropriately and safely recruited.

Residents told us that they very much enjoyed the food and that the chef was quick to meet people's preferences. This gives us confidence that people enjoy a very good sense of wellbeing.

The service had good systems in place to manage feedback and any incidents or accidents that may have occurred. The service regularly had team meetings. The service also had a good system in place to manage residents' finances. This tells us that people can have confidence that the service is well led and managed.

We saw staff interacting meaningfully with residents and we heard that residents had the opportunity to go out every four to five weeks. There was a dedicated activity coordinator who worked three days per week.

What the service could do better

We discussed at the time of the inspection about getting a balance in the activities or interactions offered to residents. We found that some residents may get more opportunities than others to participate in activities or enjoy meaningful interaction. See recommendation 1.

We heard that the service had identified that the laundry needed to improve. Specifically, they intended to replace the domestic dryers with industrial dryers and improve the flow of the clothes from clothes needing laundered and clean clothes needing to be returned to residents. We will look at this again at the next inspection.

We found that some clothes were not being individually labelled. It is important this is done to maintain the dignity of the residents. The service agreed to address this immediately and we have confidence that they will do so.

We could see there were a couple of residents who needed close monitoring of their eating, drinking and skin care to maintain their wellbeing. We heard from staff that this was occurring though we asked that the records are improved in this area. We have confidence that the service will act upon immediately.

We could see from records that all staff had completed their mandatory training, however, we would have expected all care staff to be trained at a higher level in dementia care. The service had identified this itself and we have confidence that this will be completed at the next inspection.

Although we could see that essential training was complete, the system for recording this needed to be improved and kept up to date, otherwise the service may not have the most relevant information to hand, which could lead to future gaps in staff competence. We have confidence that the service will rectify this at the earliest opportunity. We will look at this again at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should ensure that each resident has sufficient opportunity to participate in meaningful activity. This could be demonstrated by setting weekly and monthly recreational goals for residents. This is to ensure care and support is consistent with the Health and Social Care Standards which states that 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25)

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	
7 Dec 2017	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
23 Aug 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
12 Aug 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
6 Nov 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Oct 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Oct 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
21 Feb 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
21 Apr 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate Not assessed Not assessed
14 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
11 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
14 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good Not assessed
2 Jul 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
26 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
2 Sep 2008		Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 2 - Weak 2 - Weak

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