

Mount Pleasant House Care Home Service

2 Ashtree Court
Old Kilpatrick
Clydebank
West Dunbartonshire
G60 5JD

Telephone: 01389 875 301

Type of inspection:

Unannounced

Completed on:

11 July 2018

Service provided by:

West Dunbartonshire Council

Service provider number:

SP2003003383

Service no:

CS2003001424

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

The service was registered with the Care Commission since 1 April 2002 and transferred their registration to the Care Inspectorate on 1 April 2011.

Mount Pleasant House is a residential care home registered for 34 older people who have dementia and/or physical disabilities. The provider is West Dunbartonshire Council. At the time of the inspection there were 22 residents and two people on a respite stay. One unit within the home remains empty. The provider has reduced the number of beds in use from 34 to 24 in preparation for a move to new modern premises scheduled to be ready at the end of 2019. The home is located in a residential area of Old Kilpatrick, in West Dunbartonshire near local amenities including shops, bus routes and railway station.

The home is a purpose built property with accommodation over two floors, divided into three units. Eleven of the single rooms have en-suite facilities, including a shower. There are lounge and dining rooms and adapted bathrooms on both levels. The home has a garden that is easily accessible. There is limited nearby parking.

A stated aim of the service is:

'To provide a warm and friendly environment for residents where each may experience dignity, choice and independence in all aspects of their daily life while retaining their rights as individuals'.

What people told us

During our visit we met nine residents and five relatives.

The residents we spoke to were very complimentary about staff and said they received help when they needed it.

'I am very happy and content to be cared for at Mount Pleasant House and have no complaints'. Relatives were mostly complimentary about staff and the care provided. We discussed with management one person who had some concerns and how these might be better managed. 'I am pleased with the care my mum is receiving. She has settled well into residential care and most of the staff are very kind and caring in caring for my mum. I would however state that I still feel communication between staff and family could be improved'.

Self assessment

A self assessment was not required for this year's inspection.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

What the service does well

It is important that people have the opportunity to spend time outdoors in the fresh air. To promote their wellbeing residents took full advantage of the sunny weather spending much of their day in the garden. Hats and sun cream were available and shaded areas. Most residents chose to have lunch outdoors and people had the opportunity to reminisce and join in activities together. There were drinks stations throughout the care home and in the garden which ensured people had access to fluids to keep them hydrated.

People celebrated special events such as birthdays which had a positive impact on people's wellbeing making them feel important.

Relatives were mostly complimentary about the staff and the care provided. One person told us how much their father had improved since moving into the home from another care home. They said there was more staff engagement and their father now had more mental stimulation that he needed. They said their father was now much happier and felt more included in home life.

Staff supported residents to participate in their local community. People said they enjoyed going out shopping and attending community events. Overall people were happy with their care and support. One person told us:

'I am very happy with all the care and support that I receive at Mount Pleasant House and feel very safe and secure in my environment. I have no complaints and feel that staff are very attentive to my needs'.

Staff had detailed knowledge about each resident. We observed how staff used their skills and experience to support and divert people who were distressed. The interaction between staff and residents was warm and respectful. The service continued to offer staff an array of training opportunities which included dementia. This improved staffs knowledge and skills in caring for people with dementia. One person commented:

'I feel that I am treated with dignity and respect at Mount Pleasant House and would highly recommend it to anyone who requires care'.

In response to some residents' suggestions the service was considering establishing an outside covered smoking facility.

What the service could do better

Staff regularly checked residents' weight. However, we found that staff did not always follow best practice guidelines if a resident had lost weight. To improve practice staff should ensure they follow best practice guidance and that referrals are made to the dietician as required. Care plans must be accurate and up-to-date and reflect the strategies staff should use to encourage good nutritional intake. Additional medical input may also be required to check for any underlying causes of the weight loss including dental problems. We are repeating a recommendation made at the previous inspection, see Repeat Recommendation 1.

During our visit we met with a visiting district nurse. They shared their concern about one particular resident who had a pressure ulcer who they had been visiting for some months. They did not feel that all staff were consistently working together to encourage the resident to keep protective coverings in place. The coverings would help the ulcer to heal. It is imperative that older people have good skin care to avoid skin breakdown or pressure ulcers. When we drew this to the attention of management they said they were unaware that anyone in the service had a pressure ulcer. They are now working closely with nursing staff to draw up and implement an

appropriate pressure ulcer care plan. Staff need the necessary skills to encourage residents to keep protective coverings in place.

One relative we spoke to was generally happy with the care provided. However, they were frustrated that not all staff consistently followed the guidance contained in their relative's care plan. Staff should follow the care plan so that care is given in accordance with peoples' care needs, wishes and choices. Management will discuss this issue with staff.

How staff record information could be improved. The language used in some care plans was not appropriate or respectful. This indicated a need for staff to undertake refresher training in stress and distress. Management have agreed to organise this training.

Quality assurance systems were in place but not properly utilised. For example, where care plans had been audited, they had failed to identify areas in need of improvement. Recordings were on occasions contradictory. For example, stating a resident was eating well when they had in fact lost significant weight. Our previous requirement relating to improving care plans is not met and is repeated, see Repeat Requirement 1. A recommendation made at our previous inspection in relation to auditing is repeated, see Repeat Recommendation 2.

We have asked the service to robustly audit every care plan to make sure that all residents are receiving good quality care appropriate to their individual needs.

The need to repeat the requirement and recommendations has resulted in reduced grading for this inspection.

Requirements

Number of requirements: 1

1. The provider must ensure that all care plans and related documentation is accurate, up-to-date, signed and dated, and reflective of the care needs and outcomes to be achieved for each resident.

Health and Social Care Standards – My support, my life

This is in order to comply with: SSI 2011/210 regulation 4 (1) A provider must – (a) make proper provision for the health, welfare and safety of service users.

Timescale: 28 September 2018

Recommendations

Number of recommendations: 2

1. Where it is recognised that a resident is in need of dietary support, the care plan should include strategies and practice guidance for staff. Systems such as food and fluid intake charts should be in place to enable monitoring and evaluating how the plan is working.

Health and Social Care Standards – My support, my life – Standard 1 – I experience high quality care and support that is right for me – 1.13 – I am assessed by a qualified person, who involves other people and professionals as required.

2. The service should ensure that regular audits are carried out on all key aspects of service delivery and that actions plans are devised to address any identified areas for improvement.

Health and Social Care Standards - My support, my life - Standard 4 - I have confidence in the organisation providing my care and support - 4.19 - I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes

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
21 Dec 2017	Unannounced	<div>Care and support4 - Good</div> <div>Environment4 - Good</div> <div>Staffing4 - Good</div> <div>Management and leadership4 - Good</div>
19 Jul 2017	Unannounced	<div>Care and support3 - Adequate</div> <div>Environment3 - Adequate</div> <div>Staffing3 - Adequate</div> <div>Management and leadership3 - Adequate</div>
23 Feb 2017	Unannounced	<div>Care and supportNot assessed</div> <div>EnvironmentNot assessed</div> <div>StaffingNot assessed</div> <div>Management and leadershipNot assessed</div>
5 Oct 2016	Unannounced	<div>Care and support3 - Adequate</div> <div>Environment3 - Adequate</div> <div>Staffing3 - Adequate</div> <div>Management and leadership3 - Adequate</div>
14 Jan 2016	Unannounced	<div>Care and supportNot assessed</div> <div>EnvironmentNot assessed</div> <div>StaffingNot assessed</div>

Date	Type	Gradings	
		Management and leadership	Not assessed
4 Aug 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Feb 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
9 Oct 2014	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
7 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
16 Dec 2013	Re-grade	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
6 Sep 2013	Unannounced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
5 Dec 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
25 Jul 2012	Unannounced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
19 Dec 2011	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
15 Aug 2011	Unannounced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	Not assessed
20 Dec 2010	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
5 Jul 2010	Announced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
8 Mar 2010	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
20 Aug 2009	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
31 Mar 2009	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
11 Jul 2008	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate

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