

Telford Centre (Care Home) Care Home Service

Abertarff Place
Fort Augustus
PH32 4DR

Telephone: 01320 366511

Type of inspection:

Unannounced

Completed on:

30 July 2018

Service provided by:

NHS Highland

Service provider number:

SP2012011802

Service no:

CS2012307272

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 Telford Centre (Care Home) is registered to provide a care service to a maximum of 10 older people, including respite for adults with physical and sensory impairments.

The provider is National Health Service (NHS) Highland.

The service has been registered with the Care Inspectorate since 30 March 2012.

The Telford Centre (Care Home) is situated in Fort Augustus. The care home is situated within the Telford Centre which is a two storey purpose-built building situated in a quiet residential area of Fort Augustus close to local amenities and transport links. The provider operates the Telford Centre (Support Service) from the same building.

The Care Home facility has 10 en-suite rooms and has communal seating and dining areas which are for the exclusive use of people who use the care home. The first floor can be accessed using the stairs or passenger lift. There is a large, well maintained enclosed garden to the rear of the building which extends round the sides.

The building also has a large open plan dining area, seating area and good disabled toilet facilities on the ground floor which have shared use with people who attend the support service and the lunch club. People using the care home service can attend and enjoy activities and events provided by the support service if they choose to.

There were eight people using the service at the time of this inspection.

What people told us

As part of the inspection process we gathered people's views in a variety of ways. Before the inspection we sent care standard questionnaires to the service to pass to people and to their relatives and friends. We received three completed questionnaires from people experiencing care who told us overall, they were happy with the quality of care they received. We spoke with five people experiencing care during the inspection. The people who expressed a view were happy with the quality of care their relative received.

Comments we received from people:

'The care home is very good, staff are very good and give me all the help I need.'

One person told us they would like the service to arrange more to do.

'The food is very good.'

'Staff are good.'

Self assessment

We are not requesting providers (except childminders) complete a self- assessment during 2018/19. We discussed the services systems for monitoring and how they planned for improvements.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

What the service does well

People should be respected and treated with dignity and experience warm, compassionate and nurturing care and support. Staff seemed kind and caring. People told us the staff were good. Some people were not able to express their views about the care however they seemed to recognise staff and be reassured by this. Staff supported people in a way that showed warmth and understanding.

People's care plan should be right for them because it sets out how their needs are to be met, as well as their wishes and choices. There was some good information about people's likes and preferences and assessments were being carried out. Staff were continuing to improve the way care plans were written. The information about people was person centred and where possible families had been involved. The service worked well with other health and social care professionals and sought and followed advice where this was needed. Any treatment or intervention that people experience should be safe. The arrangements to support people with their medication were satisfactory.

People should be recognised as experts in their own experiences, needs and wishes. Staff knew them well and their knowledge of people as individuals was demonstrated through how they supported people and what staff discussed with them. They should continue to use this knowledge they have to develop the way people spend their day and to support people to do what is important to them.

People should be able to choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities everyday, both indoors and outdoors. Staff supported people to go outside and access fresh air and make use of the pleasant enclosed garden. People got pleasure from and enjoyed using the garden which they could access freely from the main building. There were several areas for people to sit, including the summer-house. Some activities took place during the day, however these were limited.

People could choose to join others from the community attending the main areas of the Telford Centre where the support service and lunch club were held. This provided good opportunities to socialise and keep in touch with friends from the community. Meals times were sociable and they had time to enjoy their food. Staff supported people who needed assistance with their meals and did this in a pleasant, dignified manner. Drinks were readily available throughout the day. Tables were nicely set and the meals smelt and looked appetising.

People should have confidence that staff are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. Staff appraisals were taking place and staffs were

receiving training. Staff were receiving supervision although not as regularly as planned. See 'what the service could do better.'

People should experience a warm atmosphere because staff have good working relationships. The management and staff team were flexible and worked well together. There was a commitment amongst the team to provide good quality care for the people at the Telford Centre.

What the service could do better

People should be confident that whoever supports and cares for them have been appropriately and safely recruited. The provider had clear guidance for the services to use for the safe recruitment of staff and volunteers to ensure that people are protected however we found that this was not always followed. The management needs to make sure that safe recruitment practices are followed. **(See recommendation 1)**

Staff should continue to involve people in assessing and reviewing their emotional, physiological, social and physical needs to ensure that the information about how their needs are to be met is kept current and up-to-date. Information should be linked with the person's care plan, dated and reflected in people's care notes so people know when changes have been made and have the right information to support people's care needs.

People needs should be met by the right number of people. The needs of people using the service had increased. The service relied on agency staff to make up the staff team where there were gaps from vacancies and staff absences. People should be supported and cared for by people they know so that they experience consistency and continuity. For the consistency of people's care the service tried to keep the number of different staff from different agencies as low as they could. The staff team at night was sometimes all agency staff. The service should aim to have at least one member of permanent staff on duty to support people and the agency staff. Whilst staff spent as much time as they could with people they were well supported and they found it difficult at certain times of the day to be able to spend time with people to support them with activities. The service should develop and implement a procedure which ensures that people's care and support needs are met by the right number of staff.

The staffing arrangements and ongoing recruitment seemed to be delaying the progress of some improvements and developments. The service was looking at ways to improve the activity provision, their recording practices, the way they recorded reviews, evaluations and outcomes and were working on streamlining care plan.

Staff supervision should be carried out in line with the providers policies to support the staff's learning and development. Staff training had been carried out but it was not clear when staff had attended training and what training they needed to go on as there was no overview of staff training in one place. The service should improve the way staff training is reviewed and evaluated as part of their quality assurances processes. The provider should continue to look at ways they can support the manager and the staff team to continue to build on the good service they are already providing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1.
The management needs to make sure that safe recruitment practices are followed when recruiting people to work in the service.

This is to ensure care and support is consistent with the Health and Social Care Standards 4.24 which states that 'I am confident that people who support and care for me have been appropriately and safely recruited.'

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
26 May 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
26 Aug 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
2 Feb 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
26 Nov 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
26 Feb 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
17 Jan 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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