

## Morningside Care Home Care Home Service

41 School Road  
Morningside  
Newmains  
Wishaw  
ML2 9QW

Telephone: 01698 389310

**Type of inspection:**

Unannounced

**Completed on:**

13 December 2018

**Service provided by:**

Morningside Carehomes (Scotland)  
Limited

**Service provider number:**

SP2010010997

**Service no:**

CS2006133086

## About the service

Morningside Care Home is owned and managed by Morningside Carehomes (Scotland) Limited and was registered with the Care Commission in April 2011. The home is registered to provide care and support for up to sixty-four residents with physical and cognitive impairment. The home is situated within a residential area of Wishaw and is accessible to public transport links and local amenities.

The home is purpose-built over two levels with a passenger lift providing access to the first floor. The service consists of two units with access to large communal lounges with dining facilities as well as smaller quiet lounges on each floor. All bedrooms have full en-suite facilities and people are encouraged to bring in their own furnishings and decorate their rooms to their own preference.

The well maintained, enclosed garden area is accessible from the ground floor and provides a greenhouse, raised flower beds and seating for residents and visitors to use.

At the time of this inspection there were sixty-two residents residing here.

## What people told us

Prior to this inspection we issued 20 Care Standard Questionnaires to people using the service as well as relatives/carers with a total of eight returned.

We also spoke to residents, relatives and visiting additional healthcare professionals as well as observing staff practice and interaction. From the feedback we received we concluded that people were very happy and enjoyed living in Morningside. People who live here can be confident that they are supported by a stable management and staff team who displayed compassion while actively encouraging people to get the most out of life. Some of the comments we received were as follows;

" I will miss coming to visit and the friendliness of all the staff. My relative settled so well and I was looking forward to sharing all your planned Christmas events here. We would like to thank all the staff for looking after him so well "

" I should like to thank you all for the wonderful care expertise kindness and compassion which you used to look after our relative for so many years The fact that they spent so many years under your care is no accident and simply reflects how well they were looked after "

" It is evident that our relative felt very much at home in Morningside and we know this was because of the whole ethos of your care home. Which started first of all with the manager and from there the rest of the staff. You made our relative feel comfortable and safe and made them feel as though they mattered We were so touched by the tremendous love and respect that was shown by all the staff to relative and the family.

It was the personal touches that meant so much, for instance when off their food staff went out of their way to find out what their favourite foods were and made sure these were available. We would like to express our thanks for the exceptional care extended to us as we sat through their final days. The provision of meals wash facilities a place to sleep meant we didn't have to leave their side and thus gave us precious time to say goodbye. This meant so much more than normal end of life care but in fact was extra ordinary care. It showed that not only did you provide quality care but you also evidenced you willingness to go that extra mile "

" its like a breath of fresh air when you visit this home "

" great home, well managed "

" no concerns, staff know the residents well "

" I'm always made to feel welcome, the staff are lovely and very helpful and there's always someone around "

" home is always clean and fresh and my relative is always well turned out "

" great manager, staff and food, the rooms are lovely and there's a great deal of activities "

" not a negative word to say, been in other homes but there's nothing as good as this, have recommended this to other people"

### From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

### How well do we support people's wellbeing?

**5 - Very Good**

People who experience care have the right to be treated with dignity, respect and compassion and have confidence in the people who provide their care and support.

Throughout the inspection we observed a team of staff who were genuinely respectful and interacted with residents and their relatives in a professional and compassionate manner. This ensured people felt valued and respected which helped maintain their wellbeing. Residents were well presented and appeared comfortable and relaxed with staff who clearly knew them well and were able to care for them depending on individual need. All the people we spoke to spoke very highly of the staff and management team and said they felt confident in the care being provided here.

How people spend their day is important in maintaining people's physical health and wellbeing.

The home benefits from a committed group of relatives who work closely with the manager and staff to support activities and outings in order to enable people to get the most out of life.

Together they had organised a beautiful display of lights and a Santa's grotto in the garden. This was enjoyed daily by the residents, local school children and neighbours.

There was a varied activity programme available for residents to enjoy within the home and local community. The home has maintained links with local schools, church and community centre. Residents were going out and enjoying tai chi, sporting memories and trips to the local shops and places of interest. This helped people to maintain their independence and provided good opportunities for social interaction.

We saw a range of photographs with residents and staff together thoroughly enjoying exercise classes and themed events such as the Royal Wedding and the World Cup. The garden had been well used over the summer months with the gardening group planting flowers and vegetables which were harvested for everyone to enjoy. We suggested the service introduce a way of evaluating the activity programme to ensure it remains appropriate and continues to capture peoples interest as it currently does so well.

Residents could be confident that their healthcare needs were supported by a safely recruited, trained and competent staff team. There was evidence of regular consultation with relevant health care professionals who spoke highly of the service. Medication was stored safely and regular auditing by the manager ensured safe practice.

Staff were aware of people's nutritional needs and provided support respectfully where required. Additional drinks and snacks being offered regularly throughout the day which helped maintain people's health. Additional monitoring charts were used for residents who needed extra support there were a few gaps in these though overall they were completed well.

The communal lounges and dining areas were spacious, clean and homely. Staff took time promoting mobility and encouraging independence while providing assistance in a respectful manner where required. New soft furnishings had been ordered and staff were in the process of developing interactive areas to stimulate and encourage interaction in people with cognitive impairment. Tovertafel continues to be a popular, fun game which encourages interaction and exercise through the projection of interactive games onto a table.

Maintenance requests are dealt with in house with external contractors carrying out servicing of appliances and equipment to ensure a safe environment.

## How good is our leadership?

This key question was not assessed.

## How good is our staff team?

This key question was not assessed.

**How good is our setting?**

This key question was not assessed.

**How well is our care and support planned?****5 - Very Good**

People should be able to benefit from care plans which are regularly reviewed, evaluated and updated which consistently informs all aspects of the care and support they experience.

We acknowledge that the care plans currently in use within this group of homes is about to change in the new year. The existing paper copies will be replaced with electronic plans and will be regularly audited through this transition by the manager using the new quality assurance system which is also due to commence in the new year. Staff were aware of these planned changes and said they felt confident they would be fully supported with this. The manager had sourced an understanding personal outcomes resource from the Scottish Social Services Council to help support staff when writing these new plans.

Work had already started on a more outcome focused plan to replace the existing plans. There was evidence that residents and families were providing more information in these and were clearly working closely with staff to compile a more accurate account of individuals needs, choices and expectations. We look forward to reviewing the progress of this at the next inspection.

This home benefits from a strong and effective management team which supports a well trained and competent staff team. The current care plans were audited regularly and the plans we saw were well completed and up to date. The care plans were informative and were reflective of the care we saw staff providing.

There was good person centred information as well as information on people's abilities, choice and preferences which were evaluated regularly. The plans we reviewed showed that regular consultation and reviews were taking place and the people we spoke to confirmed this stating they were kept fully informed of any changes and were confident in the standard of care and support provided.

Supporting legal documentation was in place where people were not able to fully express their wishes and preferences with anticipatory care plans to ensure people's future wishes were recorded which staff continue to work through in consultation with residents relatives/carers.

Staff were using 'resident of the day' as a further means of reviewing the care plan with the resident and their family to ensure all information is still relevant and provides an accurate account of individual need.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

The provider should ensure that appropriate and timely action is taken to address any risks or repairs identified through the environmental and health and safety audits which are in place. Action plans must provide details of the action required, timescale for completion and details of the outcome. Where timescales have not been met there should be an explanation recorded with evidence of further action taken.

**This area for improvement was made on 3 May 2018.**

#### Action taken since then

From the information we were presented with we were satisfied that any repairs identified were being actioned within an appropriate timescale. This area for improvement has been met.

#### Previous area for improvement 2

The service should ensure that the personal plans provide more detail on how staff are expected to recognise and manage an individuals' specific healthcare needs. Care plans for continence management should demonstrate that a healthy diet and fluid intake has been considered before the use of a laxative. The written and pictorial plans should be reviewed and updated together to ensure that they both contain the same, most up to date and current information in order to avoid confusion to the reader.

**This area for improvement was made on 3 May 2018.**

#### Action taken since then

The existing care plans contained information on individuals' specific healthcare needs, through auditing the manager recognised and acknowledged that more detail on these is still required. We could see this starting to come through in the new care plan documentation. There was information in continence plans which made reference to dietary and fluid intake. The pictorial plans will no longer be in use after the new year therefore this is no longer relevant. This area for improvement has been met. At our next visit there will be a full new electronic care planning system in place which we look forward to reviewing.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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