

Elaina Nursing Home Care Home Service

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Type of inspection:

Unannounced

Completed on:

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Service provided by:

Elaina Care Home Ltd

Service provider number:

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Service no:

CS2005086493

About the service

Elaina Nursing Home is a small privately owned care home. The home is situated close to the town centre in a residential area of Wishaw, a town in North Lanarkshire. The home is close to public transport routes and Wishaw General Hospital.

The service is registered to provide nursing care to twenty-two older people and younger people with a physical or sensory impairment.

The home offers accommodation over two levels, there is a communal lounge and conservatory with a separate dining room. There are outdoor spaces to the rear of the building that residents can access through the year.

The service aims to provide 'holistic nursing care' and offer a 'very personalised programme of care to each individual resident'.

What people told us

We issued 10 care standard questionnaires to residents prior to the inspection, seven were returned. All responses indicated that, overall, people agreed or strongly agreed that they were happy with the quality of care within the service.

We spoke with a number of individuals who use the service throughout the inspection. The people we spoke with were generally complimentary and positive about the staff who support them within Elaina Care Home.

Some residents were unable to tell us their views on the service and the care they received and we spent time observing and engaging with residents and their carers.

We observed staff chatting and interacting with residents in a respectful manner during our inspection. The staff appear to know the residents personalities and preferences and this ensured that residents were responded to appropriately.

We issued 10 care standard questionnaires to relatives and carers, seven were returned. All responses indicated that, overall, people agreed or strongly agreed that they were happy with the quality of care their relative/friend received within the service.

We spoke with one relative visiting the service during the inspection and comments were positive about the care delivered, management and social stimulation.

Comments from questionnaires and from individuals included:

My relative is "still here...and this is due to the superb care she received from all the staff at this care home".

The staff have taken my relative to "a restaurant, safari park, country park, caravan holiday, garden centres etc".

"I have no concerns or worries about the care (my relative) receives in this care home as I visit on a regular basis and can see the massive improvement in their health and wellbeing".

"If there was even one more member of staff per shift then more time could be spent talking to the residents. Staff do spend time talking to the residents however the time could be increased with extra staff.

"All staff are really caring and I am happy with the care and treatment given to my (relative). I am kept well informed of all... needs and care given. I am content knowing how well my (relative) is cared for and well looked after.

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?	4 - 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?	4 - Good

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

How well do we support people's wellbeing?

4 - Good

It is important that staff across the service treat individuals with dignity, compassion and respect. Residents and relatives continue to speak positively about care provided. We observed staff practice and saw that staff interacted with residents in a respectful and courteous manner. Where able, people were given the choice of where to have their meals and spend their day.

Consultation, both formal and informal continued and questionnaires were sent out every few months. These generally included constructive feedback and where actions were required these were dealt with promptly. Comments from questionnaires were positive, including:

"Happy with the care and attention (my relative) receives"

"As a family we are happy with all aspects of our relatives care. We thank all the staff very much for their very attentive care with our relative and us as a family"

"Very happy with everything in the home, especially staff"

"Lovely, they give choice daily"

"Doing fine, no improvements needed".

The way that people spend their day should promote feelings of purposefulness and wellbeing. The service had dedicated activity staff and care staff also arranged in house activities and outings. The service continued to make use of a sensory room, for individuals with a more advanced cognitive decline. The service should continue

to build on how meaningful activities are to residents, assessing positive outcomes and any areas for improvement.

(see area for improvement 1)

It is important that care and support is delivered appropriately and the right people are consulted, this is to improve or maintain the overall health of individuals. We found that relevant health care professionals were consulted as required, including GPs, psychiatry and dieticians.

People should be confident that they are given the right medications at the right times. This is important as it ensures the maintenance or improvement in an individuals state of health. We found medications well managed and recorded, with minimal use of "as required" medications. However, the service should ensure that handwritten entries are completed in line with best practice guidance.

We sampled daily charts that were being used in response to specific support needs for some residents. These included oral care charts, personal care charts and charts to monitor skin integrity. We found that these were generally completed well, however the service should ensure there is a regular overview/audit to monitor the standard of completion.

We considered the mealtime experience and discussed with the manager where improvements could be made, particularly within the sunroom.

(see area for improvement 2)

Areas for improvement

1. The service should review how they are supporting people to spend their day in a meaningful way. The service should develop how they record positive outcomes resulting from meaningful activity.

This ensures care and support is consistent with the Health and Social Care Standards, which state: "I can choose to have an active and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors" (HSCS 1.25)

2. The service should review the mealtime experience, particularly in the smaller sunroom, to ensure that this is always a pleasant and dignified experience for people.

This ensures care and support is consistent with the Health and Social Care Standards, which state "I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible" (HSCS 1.35)

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?**4 - Good**

Individuals should be confident that their care plans give clear direction on how to deliver support and are reviewed and updated regularly, and as people's needs change. This is important in ensuring that care is provided according to the needs and wishes of the individual.

We sampled care/support plans within the service and found that they contained some good information, however there were essential pieces of information missing within the plans sampled. This was especially around how to support residents during periods where they may be experiencing stress and distress and/or where needs had changed.

(see area for improvement 1)

The service should ensure that, where needs have changed considerably, the care plans are updated in a timely manner.

The service should look at introducing an 'at a glance' record for care/support plans, this can capture all the important information about an individual receiving care in a condensed way and can be of benefit to staff in assessing what care is required.

Areas for improvement

1. The service should ensure that there are comprehensive care/support plans in place to guide staff on how to care for and support individuals.

The service should focus on improving stress and distress information and plans for individuals receiving palliative care.

This ensures care and support is consistent with the Health and Social Care Standards, which state "My personal plan (sometimes referred to as a care plan) is right for me, because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15)

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 service should develop how it collates and acts on comments received through various methods of consultation, which would reflect the ways they involve people in the development and improvement of the service.

Standard 5 - Management and staffing arrangements.
National Care Standards for care homes for older people.

This area for improvement was made on 28 November 2017.

Action taken since then

We could see through staff meetings and group consultation that areas raised are being addressed.

This area for improvement has been met

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	4 - Good
How well is our care and support planned?	4 - Good

5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good
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