

Castle Gardens Care Home Care Home Service

Castle Avenue
Invergordon
IV18 0LW

Telephone: 01349 854080

Type of inspection:

Unannounced

Completed on:

21 March 2019

Service provided by:

HC-One Limited

Service provider number:

SP2011011682

Service no:

CS2011300648

About the service

This service registered with the Care Inspectorate on 31 October 2011. The provider is HC-One Limited.

The purpose-built, two storey care home is situated within its own walled, well maintained spacious grounds on the outskirts of Invergordon.

There are 37 single bedrooms, three of which could be used as double rooms, within the maximum number of registered places. Bedrooms have en-suite toilet and wash hand basin facilities and one single bedroom has shower facilities. There are a number of communal rooms, lounges, dining rooms, bathrooms, showers and toilet facilities situated throughout the care home.

The provider's aims included to:-

'Strive to provide all our residents with the highest standard of individualised care. We will do this within a warm, friendly, homely and supportive environment where quality of life is paramount and where residents' rights, habits, values and cultural background are safeguarded and respected.'

'We value the life experiences and knowledge of every resident. We will spend time with every resident so that they can help us fully to plan their care, which will include opportunities for fulfilment and responsible risk taking.'

What people told us

During the inspection the inspection volunteer spoke with three people who used the service and three relatives/carers. We also spoke with four people who used the service and one relative/carer.

The following are some of the comments we received when we asked people who used the service for their feedback on the quality of the service provided at Castle Gardens:-

- 'The staff are very helpful. If I buzz for them they come fairly quickly.'
- 'I have a comfortable room.'
- 'I quite like this home. Its well run and very clean and comfortable.'
- 'The staff come in and out to see to my needs.'
- 'I could do with a bigger bedroom.'
- 'I know the manager she is very good.'
- 'I enjoy most of the activities. I have been out in the garden and on outings on the minibus.'

The following comments were from the relatives/carers:-

- 'This is a very good home. We get a lot of support.'
- 'The food is very good and there is always a good choice. We can help ourselves to coffee/tea or juice.'
- 'The manager is very approachable.'
- 'I have no complaints with the way things are run.'
- 'We chose this home after looking on the website at the Care Inspectorate reports.'
- 'I am very happy with everything. I can see how well my relative is cared for.'

Other comments from our discussions are included in the body of this report.

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

There were some major strengths which supported positive outcomes for people.

People who use the service should experience care and support where they are respected and valued.

People who use the service told us that the staff were kind and caring. We could see from our observations that staff interacted with people in a positive way. The atmosphere throughout the inspection was relaxed and calm. Staff appeared to know the people who used the service and their needs very well. Relationships between staff and relatives/carers appeared to be very good.

We noted that staff always made time to have a chat with people who were visiting the home. One relative/carer told us 'They try their very best to give people the best of care. They look after me as well.' and 'The staff are all very helpful, kind and amazingly helpful.'

People should be able to choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and out.

There was a varied programme of in-house activities available each day. People who use the service and their relatives told us that there was arts and crafts, quiz, carpet bowls and lots of pampering sessions. People were supported to access the large safe outdoor garden areas of the home when they wished. The home had their own ducks and chickens and several people helped to feed and look after them.

People should be supported to participate as a citizen in their local community in the way that they want.

People who use the service told us that they were able to get out and about on the home's minibus, either for a run, or for trips and entertainment. There were opportunities for people who use the service to visit the local, church run, Capstone Centre for lunch and the manager told us that people really enjoyed this. There was also a good link between the home and the local schools and nurseries.

People who use the service should be able to choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning.

We were told by people who use the service and their relatives/carers that the meals were very good and that there was always a choice. We carried out an observation at lunch time and found that the whole experience was relaxed and homely. Where people required support to eat their meals, this was carried out in a dignified and respectful manner.

Any treatment or intervention that people experience should be safe and effective.

We looked at the medication system and found that, generally, this was of a satisfactory standard. We noted some good recording where people were prescribed 'as required' analgesia. There was a clear record of when the medication was given, the reason for giving and whether the medication was effective. This enabled staff to carry out an evaluation of the medication and ensure that people's medication remained effective in bringing about relief from any pain.

Staff need to ensure that, where people had been prescribed a pain relieving patch, the record keeping in relation to this is of a satisfactory standard. There should be a body map developed and each application or removal of a patch should be documented. This will help ensure that the patch is not sited on the same place within the time stated in the medication guidance. Progress will be monitored on this at the next inspection.

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

There were major strengths which supported positive outcomes for people.

People's care plans should be right for them because they set out how their needs will be met, as well as their wishes and choices.

We looked at a sample of four care plans. We could see that people had health assessments developed for all aspects of their health needs. These included nutrition, oral health, tissue viability and mobility. These were reviewed and updated on a regular basis. Care plans had been developed taking into account these health assessments. There was guidance for staff on how to manage any risks and the levels of care to be provided to meet people's needs.

People's care plans were developed with an outcome focussed approach. They contained very person centred, detailed, information about people's health needs and also about their social and emotional needs. In the four care plans we looked at, three were up to date and appeared to be a current reflection of the people's needs. One of the care plans contained some out of date information as the person's health had deteriorated and some of the necessary information had not been updated. However, through discussion it was clear that the manager and staff had a very good knowledge of the person's needs and how these had changed over the last few weeks. The manager should ensure that people's care plans are updated as necessary where there are changes to people's health. This will ensure that care plans remain working documents and support improved outcomes for people as their care and support will continue to meet their needs and be right for them.

People should be fully involved in developing and reviewing their personal plan, which should always be available to them.

There was good evidence that people who use the service were offered a regular review of their care plan with family present, where this was appropriate. People we spoke with and relatives/carers confirmed that they attended the reviews and found them useful. One relative told us that they always felt listened to and that if they brought any issues up, they were always dealt with very quickly.

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, where a person requires their food and fluids to be monitored, this is carried out in line with the plan of care. All fluids should be recorded over a 24 hour period, to ensure that there is an accurate record of whether people are reaching their planned daily target. There should be a system to monitor these charts and where issues are highlighted, an action plan should be put in place.

National Care Standards Care Homes for Older People. Standard 13 - Eating well and Standard 14 - Keeping well - healthcare.

This area for improvement was made on 6 November 2017.

Action taken since then

The service had made very good progress in relation to this area for improvement. Where people had been assessed as at risk of malnutrition, or dehydration, there were now good records in place. Staff completed these records consistently and they were monitored by senior staff. Where people were able and wished to, they were encouraged to keep their own records. This ensured that all fluids were being recorded and people were being encouraged to control their own care and support. This area for improvement has now been met.

Previous area for improvement 2

The provider should ensure they make the following improvements to the way they manage people's medication:-

a) ensure where a pain assessment tool is being used, staff ensure that they complete the process and evaluate the effectiveness of any 'as required' medications.

b) ensure that topical medication administration records (Tmars) are completed accurately each time prescribed creams are applied. Staff should also ensure that the prescription is clearly written on the Tmar as guidance for staff.

c) ensure that when siting pain relief patches the site is recorded on the body map record. This is to ensure that the patch is not sited on the same part of the persons body within the time stated in the medication guidance.

d) ensure that where a prescription stated give one or two tablets that they record the amount given.

National Care Standards Care Homes for Older People. Standard 15 - Keeping well - medication.

This area for improvement was made on 6 November 2017.

Action taken since then

The service had made good progress in relation to this area for improvement and all but one, part c) had been met. The recording in relation to monitoring people's pain through assessment was much better. Tmars were in place where people were having prescribed creams applied and the recording of these was now good. Where

people were prescribed one or two tablets staff recorded the amount. There was now also clear recording in relation to the reason and amount of 'as required' medications given to people for pain/stress/distress. This enabled staff/health professionals to review and evaluate the each person's medication and ensure that they remained appropriate and effective in bringing about relief from their symptoms. Progress will be monitored on part c) of this area for improvement at the next inspection.

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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
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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