care inspectorate

Henderson House.
Care Home Service

2 Links Road
Dalgety Bay
Dunfermline
KY11 9GW

Telephone: 01383 821234

Type of inspection:
Unannounced

Completed on:
11 April 2019

Service provided by:
Roseguard Properties Limited, a member of the Four Seasons Health Care Group

Service provider number:
SP2007009151

Service no:
CS2003010328

HAPPY TO TRANSLATE

About the service

Henderson House is situated in a residential area of Dalgety Bay. The care home is a three storey built by Four Seasons Health Care.

The care home provides residential accommodation for older people offering long-term residential nursing care. Respite care may be provided when there are vacancies arising. It is registered to accommodate a maximum of 60 older people on a residential basis. There is a specialist unit for people with dementia. This facility is located on the ground floor.

The accommodation provides single occupancy bedrooms, all with en-suite facilities. Service users' accommodation is located on the ground and upper floors which are served by a passenger lift.

There are six lounges in total, consisting of a large lounge with a dining area, which has facilities for the making of simple snacks and a further two smaller lounges on each floor. The kitchen, laundry and staff facilities are located on the lower ground floor.

A secure garden is located at the rear of the property and is accessed from the lower ground floor.

There is an adequate number of bathrooms, a sufficient number of toilets and ancillary provision to meet the needs of the service users.

The stated aim of Henderson House is to 'respect the rights, dignity, individuality and lifestyle of the service user'.

What people told us

We distributed 40 questionnaires prior to the inspection and received 38 completed questionnaires from residents and relatives. The residents/relatives strongly agreed/agreed with the statement that, overall they were happy with the quality of care and support provided to them. We also spoke informally with a number of residents and relatives/visitors.

This inspection also benefitted from support from our Inspection Volunteer Scheme which allowed us more opportunities to gather views about the service. People who spoke with our inspection volunteer were very positive, reflecting a very high level of satisfaction with all aspects of the service. Staff and management were held in high regard.

Comments from returned questionnaires, residents and relatives spoken with included:
"Lack of information. No longer uses the technology she used prior to moving in, it would be nice to see some help given to maintain her contact with members of the family."
"We as a family are generally very happy with the care. The manager, deputy and all staff are very approachable and caring. They have a great garden but unfortunately don't always have the staff to enable them to be out and about enjoying the garden and fresh air."
"Parking - it would be good to have disabled parking spaces at the top of the hill, near the entrance. An information pack on admission with details of review process, complaints procedure etc would be helpful. Staff often have meetings in the small visitors lounge which only leaves the residents room for somewhere private to meet visitors."

"Very happy with the care my relative is receiving from the dedicated staff. The manager has been very supportive and helpful and is always available to discuss any aspect of care. Deputy has also been a huge support to us as our relative settled in."
"My relative eats in their room and sometimes feels their food is not hot."
"When I first came for look to see suitability for my relative the manager and deputy were very helpful. They made us feel very welcome and I was very impressed at what they could offer. Since my relative has been here they have got on top of her pain as this was a big issue in the other home. My relative has achieved a lot since arriving last year. She has been in a comfortable chair, joined in activities, we have taken her out for walks. This would have not happened if the staff hadn't sorted her pain medication out. All staff are amazing and they brighten my relatives day if she feels down. The nursing team keep me informed of any changes in my relatives care, medication and if they have had to get the GP out."
"The quality of the staff is excellent, in particular two male carers. They go over and above to show my husband respect and engage with him frequently. They are also very supportive of me."
"My parent is very well looked after. She has improved in health and humour since moving in and it's a pleasure to visit her whereas it wasn't when she still lived at home. She is clean and always well dressed. The staff genuinely care about her welfare. I couldn't be more happy about the home, management and staff."
"I'm happy enough."
"Communication between the care home and family is first class."
"The manager is extremely approachable and communication with everyone is excellent."

During the inspection we used the SOFI 2 which stands for Short Observational Framework for Inspection. This tool helps us to capture the experience of people using the service who may not be able to express their views for themselves. We spoke with the management team about our observations of people's care in one sitting room. We observed staff to support people with dignity, at a relaxed pace and generally to encourage independence.

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 was clear that the staff at Henderson House were warm and caring in their interactions with those in their care. People should experience kindness and compassion in how they are supported and we observed this type of interaction throughout the duration of the inspection.

Family members were very positive about the relationships their relatives had developed and residents themselves spoke of the strong connections which they felt. Staff were respectful of the knowledge held by relatives and used this to guide the care and support they provided. Relatives therefore felt involved in their family member's life and welcome within the home. People felt confident in the quality of care they were receiving and a sense of security and trust was evident.

It is important that people get the most out of life and are able to make decisions and choices about how they spend their time. We could see good evidence that there was a programme of events and activities within the home and observed a number of residents enjoying these during the inspection. We felt that people would benefit from more work to link their wishes, preferences and previous interests to the activities available to them. The manager was aware of this need and we were confident that steps would be taken to achieve improvement.

Residents could be confident that senior staff had an overview of their health care needs and consulted with relevant health care professionals including the podiatrist, GP and dietician, as needed. We found that they were supported to receive their prescribed medications.

It is important for residents to enjoy a healthy and balanced diet and have access to plenty of drinks throughout the day. We found that dining rooms were presented very nicely and that residents could choose whether to have meals there or in their own bedroom. Residents told us that the food was good and that they enjoyed it. We also heard that there were plenty of choices available.

Residents who experience stress and distress should expect that measures are put in place, to reduce this for them and support them through any periods when this may occur. Time spent with people living here confirmed that they felt safe and secure without being overprotected. Distress was managed effectively, resulting in a relaxed atmosphere and without discriminating against someone with obvious cognitive impairment. A climate of inclusion was also evident at meal times and group activities. We looked at care plans for people around this and found that there was good information in place to guide staff on how best to care for them. We could see where the home was linking with the Care Home Liaison Mental Health Team for support to help address this.

We found that management had an overview of key areas including weights, falls and skin integrity. Examination of wound care plans indicated staff were accessing appropriate specialist advice and equipment to ensure the wounds were being treated appropriately.

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

Assessment and care planning should reflect people's needs and wishes and we would expect that people were involved in directing their own care. We could see that care plans at Henderson House were comprehensive and contained a good level of detail. Some efforts had been made to use a strengths based approach and we could appreciate the way in which this would positively direct care.

We discussed at feedback the fact that with the introduction of the new Health and Social Care Standards, which are very human rights based and about promoting individualised care and support, a review of care planning would assist with this.

Overall, risk assessments to assess residents' care needs were carried out regularly and then used to inform the care plan. However, for one resident routine weighing had not taken place, when identified, this was addressed immediately by the service.

The service carried out regular reviews with residents and their relatives. Those we sampled showed that people were encouraged to give their views and people told us that they were listened to by staff and management.

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

It is recommended that the manager ensures a system is in place for all residents to have opportunities to take part in appropriate social, recreational and stimulating activities in line with their identified interests, needs, choices and preferences to enable service users to fulfil their potential to promote a good quality of life. This should not compromise service users' personal care or health care needs being met.
This is to ensure care and support is consistent with the Health and Social Care Standards which state that; I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors. (HSCS 1.25)

This area for improvement was made on 14 May 2018.

Action taken since then

We noted an improvement in the overall standard of activities taking place. The manager is planning to increase the provision of activity staff to ensure more social and recreational activities are available should residents wish to participate.

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	5 - Very Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	5 - Very 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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.