

## St. Ninians Care Home Care Home Service

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Blairgowrie  
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Telephone: 01250 872443

**Type of inspection:**

Unannounced

**Completed on:**

23 March 2019

**Service provided by:**

BDM Care Limited

**Service provider number:**

SP2014012396

**Service no:**

CS2014333391

## About the service

St Ninians Care Home is located in the town of Blairgowrie, Perthshire and is registered to provide permanent and respite care for up to 11 older people. St Ninians sits in its own grounds with a large garden at the front of the building and an enclosed garden area at the back. Bedrooms are located on both the ground and first floor.

The stated aim of the service is:

"to provide care by addressing residents' physical and emotional needs. In doing so we aim to create a secure, relaxed, happy and homely environment for the residents to live in and for staff to work in."

St Ninians Care Home is owned by BDM Limited.

## What people told us

At the time of our inspection there were 11 residents and no vacancies.

Prior to the inspection we sent Care Service Questionnaires (CSQ's) to the service to be distributed amongst residents, relatives/carers and staff. We also spoke to residents, visiting relatives and staff during the inspection. Comments and feedback from the questionnaires and those we spoke to helped inform this inspection report.

Residents told us:

"I am very happy here."

"I very much like my room."

"I am extremely happy with the carers and my care here"

"The care is very good, I am well looked after."

"The home is very clean."

"I am well looked after by the staff and very comfortable."

"I feel the staff are very supportive and I can talk to them if I have any concerns."

"The staff are very kind and the support I receive is very good."

"The staff know what my needs are."

"The care home is very clean and tidy."

"I couldn't be happier."

"Everyone is so friendly."

"I love it here, there is a lovely family feel."

Relatives told us:

"My ..... is always clean and tidy and is well cared for by kind and committed staff who show a great deal of patience."

"They always show respect and treat my .....with dignity."

"My ..... is very well cared for, there is always someone there to attend to .....needs. Staff are friendly and helpful. I have no complaints."

"Staff always take an interest in how relatives are and we are made to feel welcome."

"Staff are proactive, they think ahead and always have ..... ready."

"Staff are busy, but never frantic or chaotic."

"I can't speak highly enough."

"Staff are always helpful, nothing is a bother."

"They are good at passing on information, the communication is excellent."

"Every one gets one to one time. "

Staff comments included;

"Within my role I am given the adequate amount of supervision and training, anything that I am not sure about I just have to ask."

"Managers and co-workers are very supportive."

"I feel very supported by management. I'm given the support and opportunity to carry out the best care and practice in my line of work,"

"I am given good supervision and training opportunities, if anything arises management always listen and act quickly."

"We work as a team."

## 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?	6 - Excellent
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?	6 - Excellent

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

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

**6 - Excellent**

In order to answer this question we evaluated the extent to which people experience compassion, dignity and respect. The service demonstrated major strengths in supporting positive outcomes for people and their performance was evaluated as excellent in relation to this quality theme. During the inspection we experienced an atmosphere of homeliness and comfort and we saw that people worked together to create a sense of belonging and inclusion.

The day we arrived a resident opened the door and greeted us and throughout the inspection it was apparent that St Ninians is very much the residents home. Residents had the opportunity to help with the weekly food shop and domestic chores, this allowed them to maintain life and money skills and also encouraged physical movement. We saw that residents were listened to and respected and their rights were upheld. Staff had an enabling attitude, their interactions promoted residents abilities and independence and they strived to ensure

that the physical and social support they provided had a positive outcome for each resident. Staff we spoke with told us they loved their job and we saw that people were cared for by a staff team who were motivated and committed to providing an excellent standard of care.

We saw that staff interacted with residents in a manner that demonstrated the principles of the Health and Social Care Standards, they were knowledgeable of individual residents needs, abilities and preferences and we saw that people lived and worked in an environment that was calm, friendly and happy.

Residents and their visitors told us that the food was very good, menus were varied and nutritious and catered for individual dietary needs and preferences. We saw that mealtimes were calm and unhurried and if people required assistance this was given in a dignified manner.

Residents were supported to participate in and maintain links with the local community. There was a wide range of activities available, taking place both within and out with the service, armchair aerobics, cooking, dancing, film nights, gardening, coffee and lunches out and day trips further afield. A new addition was 'The Old School Bar' where people could help themselves to snacks and drinks.

The service had developed excellent links with allied health professionals, contact and referrals were made appropriately and people's health needs were well-managed. There were safe systems in place for managing medication, this meant that people could be confident their medication was being administered safely and that their well-being was promoted. Visiting professionals expressed their confidence in staff's knowledge, skills and ability to care. This helped ensure that early attention and treatment was given for any changes to a person's health.

People were encouraged to maintain their independence for as long as possible and there was a culture of positive risk enabling that encouraged physical movement and promoted people's health and wellbeing.

We were confident that people living in St Ninians experienced an excellent standard of care and that the service was committed to a culture of continuous improvement.

## 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?****6 - Excellent**

People should have care and support plans that detail their health and social needs, interests and outcomes. We evaluated the service as performing as excellent in relation to how well care and support was planned. This means that the service has a demonstrable track record of innovative, effective practice and we are confident that this will be maintained.

We found that care planning processes and documentation empowered people and demonstrated major strengths in supporting positive outcomes for those living at St Ninians. Care plans linked to the new Health and Social Care Standards which are based on human rights and well-being principles and these were embedded in staff culture and practice. Staff discussed with residents their preferences for their daily care and assessments accurately reflected people's needs, choices and preferences, this ensured that people's care was led by them. Information was well written and easily accessible and care plans contained the necessary detail for staff to support people according to their wishes. People using the service and their families were involved in developing and reviewing the information held to ensure it continued to be relevant, and where people's needs or wishes changed, care plans were updated as required. We saw that anticipatory care plans had been discussed and recorded for each resident and that staff were committed to ensuring that the information recorded focussed on outcomes for people rather than routine care practices. Risk assessments covered each aspect of a person's care and included strategies to manage any identified risk.

The staff team spoke very highly of the manager and told us they felt very supported. There was a strong leadership presence and the manager had an excellent understanding of residents' needs,

Opportunities to strive for excellence were taken within a culture of continuous improvement, people told us that the communication was excellent and relatives told us they were kept up-to-date with their relatives' health needs and informed of any changes.

**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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	6 - Excellent

How well is our care and support planned?	6 - Excellent
5.1 Assessment and care planning reflects people's planning needs and wishes	6 - Excellent

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