

## Northlands Care Home Care Home Service

Woodlands Road  
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Blairgowrie  
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**Type of inspection:**

Unannounced

**Completed on:**

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**Service provided by:**

Woodroyd Care Ltd

**Service provider number:**

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## About the service

Northlands Care Home is situated in Rosemount, a residential part of the town of Blairgowrie.

Northlands is a private care home registered to accommodate a maximum of 49 older people. It is owned by Woodroyd Care Ltd, which changed ownership in May 2019.

The accommodation for Northlands, situated within beautiful, secure gardens, includes the original building, The Manor, having 22 beds over two floors, with central lift access and The Lodge, a newer development, accommodating 27 service users within a single storey separate building.

The care home states within their current aims and objectives that "we aim to improve the lives for all our residents by using a person centred approach in our care and support and by aiming for best practice at all times. We strongly believe that we will treat everyone as unique individuals who deserve to be treated with dignity and respect. We will be tolerant and patient of everyone's way of being and enhance communication and understanding wherever we can. Ultimately, Northlands staff will work to maximise each individuals' skills and abilities and enable wellbeing."

## What people told us

Prior to the inspection we issued 40 care standards questionnaires to people living in Northlands and their relatives. 12 questionnaires were returned. During the inspection we spoke with nine people who live in the home and eight visitors. Comments we received were mostly very positive and included:

'The atmosphere in the home is one of calm and harmony.'

'It is always very clean and tidy here. The fabric, fixtures and fittings are in very good order.'

'Staff are very thoughtful and considerate.'

'I'm very happy with the care my relative receives at Northlands. Management and staff are very approachable and nothing is ever a bother.'

'My relatives room could use a revamp.'

'I would like to express my appreciation of the warm and friendly ambience that is always present when I visit. All of the staff contribute to the wholesome and supportive character of the place.'

'I spend many hours in this care home and can say that it is evident that the care given is always done so with kindness, skill and diligence.'

'In the older building wheelchair access is really tight for some of the rooms but staff are very good and caring. It's a nice, friendly home.'

'Could not ask for better care. Staff treat me well and with respect at all times.'

'Staff are very well-trained in dementia care and this is obvious by the way in which they are compassionate, respectful, supportive and work hard at meeting the residents individual needs.'

'The home has a lovely welcoming feel and is bright and very clean. Outdoors is well maintained and is a lovely place to sit.'

## 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**

We found that the service was currently performing at a very good level in relation to supporting people's wellbeing.

It's important that people experience warm, nurturing relationships with the staff who support them. It was reassuring to observe a calm, relaxed atmosphere throughout both units of the home where people clearly knew each other and interactions were kind and respectful. People felt listened to and were able to tell us about how they directed their own care. We saw that the home made the effort to maintain links with the wider community and that people were able to access events both locally in Blairgowrie and further afield. For example people told us about outings they had taken on the coach trips held every other week and to the weekly 'friendship café' which had increased their confidence and motivation for life.

We would expect that people are able to choose how they spend their time whilst maintaining an active life. People living at Northlands benefit from beautifully maintained, secure gardens which provide opportunities to spend time outdoors in the fresh air. We saw that recent work to develop attractive seating areas was already bringing positive benefits to people living there. Visitors also told us that being able to spend quality time with their relatives helped to create new memories which they valued.

There was a formal programme of activities and staff took responsibility for ensuring that people were included but we thought that further development of a more individualised approach to activities would be beneficial for everyone living in Northlands. Although we saw many examples of positive experiences for people we felt that continued work in this area was important.

The staff worked closely with the local GP practice, visiting health care professionals and the care home liaison team to ensure people's health care needs were being met. The health care professionals we spoke to during our inspection gave very positive feedback about the quality of care being provided and the helpfulness of staff when they visit. This meant people could be confident that their health was being well-managed.

People should expect to have access to well presented, healthy meals and snacks that helps to maintain their nutritional health and wellbeing. People told us that they really enjoyed the food and were always offered choices or alternatives at mealtimes. The chef took an active part in ensuring that people enjoyed their food and regularly sought feedback through speaking to residents. One person told us that they enjoyed their bacon roll every morning. We saw that people's weights were maintained through regular monitoring with action taken when people lost weight.

We saw an organised, well-managed approach to care and support where regular resident dependency assessments informed staffing levels within the home. People living in the home and their relatives told us that they felt there was sufficient staff on duty to help them and that any calls for assistance were answered promptly which offered reassurance.

People should expect to benefit from a culture of continuous improvement within the service with robust quality assurance processes in place. We found that there were very good systems in place to monitor the quality of care, staff practice and the environment through meetings, observations, regular audits, newsletters and questionnaires.

## 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**

We thought the service was performing to a very good level in relation to this key question.

People should expect to be fully involved in developing and reviewing their personal care plan which is always available to them. The personal plan should contain detailed information on how the person wishes to be supported and be updated when their needs or circumstances change.

The personal plans seen at this inspection contained very good information about how the person's care and support needs should be met. They were written in a person-centred way and the details in the plan were well-

known to all staff. There had recently been an upheld complaint about care plans. We could see that the staff had worked hard to ensure individual care plans detailed fully the needs of the person and how these would be met. During this inspection we looked at a sample of documentation that was used to describe the support people needed to maintain their skin integrity and/or support for wound care. We saw that people had tissue viability care plans for assessed need in relation this and wound assessment documentation was completed at every dressing change.

Overall, risk assessments to assess people's care needs were carried out regularly and used to inform the care plan. We saw that the service carried out regular reviews with people and their relatives. Those we sampled showed that people were encouraged to give their views and people told us that they felt listened to by both staff and management.

We carried out an audit of the service's medication system and found that people were well supported to receive their prescribed medications at the right time. There was a clear record of when the medication was given, the reason for giving and whether the medication was effective. However, staff needed to ensure that, when people had been prescribed a pain relieving patch, the record keeping in relation to this was of a satisfactory standard. We discussed the need for a body map to be developed with each application or removal of a patch being recorded. This would help ensure that the patch is not sited on the same place within the time stated in the medication guidance. The manager agreed to implement this immediately.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## 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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