

Ferry House Residential Home Care Home Service

8 Gray Street
Broughty Ferry
Dundee
DD5 2BH

Telephone: 01382 779966

Type of inspection: Unannounced
Inspection completed on: 25 May 2017

Service provided by:
Ferry House Residential Home
Committee of Management

Service provider number:
SP2003000086

Care service number:
CS2003000493

About the service

Ferry House is a care home for older people located in Broughty Ferry. The home is currently registered by the Care Inspectorate to provide a care service for up to 16 older people.

Ferry House has been operating as a care service for women since 1927. The home is operated by a non-profit making trust and directed by a board of management.

Ferry House can accommodate independently ambulant residents. The care home service provides personal care and social care, it does not provide nursing care.

Accommodation is provided on two levels and a passenger lift is available to enable residents to access all areas.

The home has a sun lounge which overlooks the River Tay with views of the harbour and Broughty Ferry Castle. Local amenities and public transport are close by. There is a small garden area providing seating for residents to enjoy.

The aims and objectives of the home state that it aims to provide:

- A real home for life (offering 24 hour care for ladies).
- A friendly atmosphere of comfort and care.

This service has been registered since April 2002.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

What people told us

We spoke with seven residents during this inspection. All commented very positively on their experiences of living at Ferry House. They told us that staff were very good and approachable, supporting them in their preferred ways. Several spoke of being able to get out and about in the local community and further afield.

Comments included:

- "You couldn't ask for a better place to live".
- "It's the next best thing to home".
- "Nothings too much bother for them".
- "The food is good, the cook knows what we like or don't like".
- "I'm very settled here, wouldn't want to go anywhere else".

We also sent out ten care standard questionnaires to each resident and their families. We received seven back from residents and nine from families.

Comments included:

- "The staff are friendly and kind. Organised and care for the old ladies in this home. They work and do a great job. I hope I am as well looked after when it's my turn. This home is a good example".

"Friendly, welcoming atmosphere".

"My relative has her own rooms and enjoys the environment of the home. The staff are caring and engage with her fully and are fully aware of her medical needs. We are always welcome and the staff will facilitate when we take her on a visit for lunch or coffee".

"I have found all members of staff very friendly and approachable at all times and any request has been dealt with in a positive manner".

"I feel that they know each lady in the home extremely well and use this knowledge to ensure quality care in the home".

"My mother feels safe, included and is very happy with all the staff".

"Mum is very happy at Ferry House. Family visit often and get a warm welcome from staff, always find it clean and tidy with the residents being well looked after by the staff".

"Medical and dental needs attended to timeously. There is always a good balance of staff interacting with residents and getting on with all the jobs that need done. I never feel it is understaffed".

"Mum has enjoyed activities such as therapy dogs, visiting musicians, going out shopping with the staff, theatre and cinema or just going outside to the garden".

"Ferry House has a real community feel. Mum's wellbeing has been increased since she became a resident".

"Ferry House staff and management are very focussed on involving my relative in her care and activities of everyday life. She has a very kind and competent key worker".

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

People were cared for by a staff team that demonstrated through discussion and observation of practice, an understanding of people's assessed needs. People were assisted to maintain their identity and were treated with dignity and respect.

We were satisfied that personal plans gave adequate guidance to staff. We sat in on a handover meeting. Staff were very good at sharing and updating each other on the welfare of residents. It was clear that staff had a very good understanding of people's health and social needs.

We were satisfied that medication was being administered by staff that was competent to do so and that these were given in a timely manner.

We spoke with a visiting GP and a District Nurse. Both told us that they found the standard of care in the home to be very high. They said staff made appropriate referrals to them when a resident needed health care support.

We felt that residents had very good opportunities to be active in their community and within the home. Staff supported daily activities within the home and encouraged people to get out and about as they wished. People were encouraged, where safe, to be independent in going out of the home.

This had recently included staff and residents working in a local pop-up charity shop in aid of the comforts fund, a farm visit to see new-born lambs, wander round local shops and to go out for coffees.

During the inspection one person was taking a train trip to her home town supported by her keyworker.

We were satisfied that the manager had a good overview of the service and used quality assurance systems to support this. The manager carried out regular checks of the service, including care, staff training, care planning and the environment. She also periodically would work on shift (days and nights) to observe staff practice and to monitor staffing levels to ensure these were adequate. This information was also fed into the dependency tool used to help assess staffing levels.

We checked and were satisfied that people's monies handled by the service were being done so, safely.

Accident and incident records were reviewed by the manager and any actions taken to reduce recurrence of accidents.

The service demonstrated that they carried out safe recruitment of staff and checked that staff were registered appropriately with the relevant professional body.

We spoke directly with four staff and all confirmed that they felt well supported by the manager and that she would take on board any suggestions to improve the home where possible.

All nineteen people returning care standard questionnaires either agreed or strongly agreed that they were asked for their opinions on how the service could improve.

What the service could do better

The service had a range of policies and procedures to help guide staff in their role. However, we found that these would benefit from a full review. We looked at a sample of these and found that they did not always reference latest legislation or best practice guidance. We made some suggestions on where these could be developed further. These included the protection against abuse policy and medication policies. It would be good practice also to date and review policies on a regular and planned basis to ensure they reflect current guidance. The manager agreed to review the policies. We will follow-up progress at the next inspection.

We also discussed that some personal plans and risk assessments could be more detailed. We signposted the

manager to good practice guidance.

Whilst we were satisfied that personal plans contained relevant information and that staff were very knowledgeable about people's needs, we found that some further development would be meaningful. We discussed the use of one page profiles which could be useful as a quick prompt to staff, in particular, new staff about people's likes, dislikes and preferences.

The manager discussed that the service were considering moving from their current monitored dosage system to individual boxes. We discussed this and offered advice making reference to practice guidance on our website.

Whilst most medication was signed for, we found that a few medications had not been signed as given. We were satisfied that these were administrative errors. The manager gave assurances that this would be actioned.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

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

Inspection and grading history

Date	Type	Gradings								
3 Jun 2016	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	Not assessed									
11 Aug 2015	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	5 - Very good									
Management and leadership	5 - Very good									

Date	Type	Gradings	
14 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
22 Apr 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
5 Apr 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
31 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
7 Jan 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
30 Dec 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
23 Apr 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	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 cànan eile ma nithear iartras.

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.