

Rawyards House Care Home Care Home Service

Motherwell Street
Airdrie
ML6 7HP

Telephone: 01236 761611

Type of inspection:

Unannounced

Completed on:

18 April 2019

Service provided by:

RH Independent Healthcare Limited

Service provider number:

SP2003002430

Service no:

CS2003010591

About the service

Rawyards House Care Home offers accommodation in a converted villa house and attached purpose-built extension, with an adjoining conservatory cum lounge area. It is conveniently situated for public transport routes and is within walking distance of local shops and community amenities in the Airdrie area.

The registered provider is RH Independent Healthcare Ltd with correspondence address managed by Regional Manager, Abbey Healthcare Ltd.

The service is registered for eighty-eight persons of which up to forty may have dementia. The four units are:

- Connell - places offering palliative care. This unit is temporarily closed, however 3 beds had been recently re-opened as Cedar Annexe.
- Ash - places for frail elderly.
- Cedar and Cedar Grove - places for frail elderly.
- Beech - places for persons living with dementia or cognitive impairment.

The front door was accessible by a flight of stairs and optional ramp access to the rear of the property directly from the rear car park. There is a secure door entry system with keypad functionality on both these doors.

All bedrooms were single occupancy and a number had been personalised to the individual's taste offering a homely feel. Service users had access to communal toilets and bathing facilities and in each unit a lounge and separate dining room or a lounge cum dining room area was also available.

What people told us

One resident and eight relatives returned completed care standards questionnaires prior to the inspection visit. From these, eight were happy with the care and support provided and one was not. We gathered feedback from residents in the service and their families by speaking to people during the inspection. An inspection volunteer was involved in the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service being inspected and gathering their views.

People told us that the staff were very caring and that they had a good relationship with them. Relatives told us that they were always made to feel very welcome. We heard that a new chef was in post and most told us that this had led to improvements in the meals. Comments received included:

- Staff are alright, they are nice...I have no complaints about them.
- Staff are very helpful and answer my buzzer quickly.
- I've absolutely no problems here.
- Staff are marvellous, although run off their feet....I feel that there could be more activities for me to do.
- There could be more to do, but they don't have the staff....I've no complaints as they try their best.
- Staff are lovely and there's always plenty of them around.
- The care is second to one.
- Staff are very good....I love it here and the food is good.

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?	4 - Good
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

In order to answer this question we considered and evaluated the following Quality Indicators:

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

1.2 People have a good quality of life as a result of their care and support - graded 4 - Good

1.3 People's health benefits from their care and support - graded 4 - Good

It is important that staff across the home treat residents with compassion, dignity and respect. We found staff to have good relationships with residents with relatives. They spoke to them in a warm and dignified way. Residents and relatives we spoke with told us that this was always the case and spoke very highly about the staff. We observed residents being offered choices throughout their day including, where they wanted to sit and what they wanted to eat or drink. Residents looked clean and tidy and well presented and relatives we spoke with told us that this was always the case.

The way people spend their day should promote feelings of purposefulness and wellbeing. The service had specific activity staff that arranged in-house activities for people including sing songs, bingo and entertainers. Although, the home doesn't have a minibuss, we heard that some people were still supported to go out by either hiring a bus or using taxis. The service were currently recruiting for a third activity person as one had moved to a different role within the home. We heard that at times the designated activity staff had not always been allowed to dedicate their time to their role, as they could be asked to help out around the home. This is a vitally important part of enhancing resident's well being, therefore, should be seen as protected time. We found this during our inspection last year too. We discussed this and ideas for expanding on the current activity programme. Please see area for improvement 1.

It is important for residents to enjoy a healthy and balance diet and have access to plenty of drinks throughout the day. We observed a choice of food to be offered each mealtime for people to choose from. Snacks and drinks were served between meals. We observed people who required help to be supported by staff in an unhurried manner. A new chef had recently started in the home and they were in the process of revising the menus. Residents were being included in this review.

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

Areas for improvement

1. The service should ensure that activity staff hours are protected and that a review is carried out to look at how all staff can support residents to be involved in day to day life around the care home. This ensures care and support is consistent with the Health and Social Care Standards, which state: "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)

How good is our leadership?

4 - Good

In order to answer this question we considered and evaluated the following Quality Indicators:

2.2 Quality assurance and improvement is well led - graded 4 - Good

People who use the service should expect that management have an overview of their key health areas. We looked at this and found a quality assurance system was in place that considered these key areas including nutrition, falls and skin integrity. The service carried out a range of audits and any action required from these was identified. Some action plans were re-visited to ensure that they had been completed. We discussed with the service and gave examples of others that could be improved upon to ensure that they are meaningful.

We looked at accident and incident records and found that management had an overview of these to ensure that any subsequent care and support was identified. We asked them to also look at the cause leading up to any accident and incidents as part of the review process, which they agreed to do.

Whilst there were various action plans that had been devised following any audits, meetings and such like, the service did not have an overall development plan which detailed the future direction of the care home. We have asked them to look at devising this.

We spoke with residents, relatives and staff during the inspection who all said that management were approachable. Residents, relatives and the majority of staff, told us that they felt that they would be listened to.

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

In order to answer this question, we considered and evaluated the following Quality Indicator:
5.1 Assessment and care planning reflects peoples' needs and wishes - graded 4 - Good.

Residents should be confident that their care plans give clear direction on how to deliver their support and that they are reviewed and updated when there are any changes in their health or circumstances. We sampled plans and whilst the majority did provide this level of detail, a few did not in some areas. This was mainly where a resident's care needs had changed, but the care plan had not been updated to reflect these changes. Staff, however, knew the residents' care needs very well.

Residents care plans and reviews were very focused on the health needs for people and although, some parts were very individual to that person, other parts were very generic. We found that residents, where able, and/or their family were involved in the review process which meant that they were able to direct their care.

Risk assessments to assess resident's care needs were carried out regularly and then used to inform the care plan.

We discussed at feedback ways to look at making both care plans and reviews more individual and outcome focussed. We asked them to not just consider people's health care needs but also any way in which their day to day life could be enhanced. We heard that the service were looking at introducing a new electronic system for care planning, which should help in achieving this.

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 service should ensure that information gathered from audits, meetings, surveys and other ways, is used to improve practice. This ensures care and support is consistent with the Health and Social Care Standards, which state: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes". (HSCS 4.19)

This area for improvement was made on 6 June 2018.

Action taken since then

Please see key question 2 for more information.

This area for improvement had been met.

Previous area for improvement 2

The service should ensure that the garden offers a secure space to meet the resident's individual assessed health and social needs. This ensures care and support is consistent with the Health and Social Care Standards, which state: "I can live in a care home, I can use a private garden". (HSCS 5.23)

This area for improvement was made on 6 June 2018.

Action taken since then

The garden had now been made secure.

This area for improvement had been met.

Previous area for improvement 3

The service should ensure that activity staff hours are protected and that a review is carried out to look at how all staff can support residents to be involved in day to day life around the care home. This ensures care and support is consistent with the Health and Social Care Standards, which state: "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 6 June 2018.

Action taken since then

Please see key question 1 for more information.

This area for improvement had not been met.

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	4 - Good

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - 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

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