

Harestane Nursing Home Care Home Service

122 Harestane Road
Dundee
DD3 0NY

Telephone: 01382 833123

Type of inspection:

Unannounced

Completed on:

16 April 2019

Service provided by:

Priority Care Group Limited

Service provider number:

SP2003000048

Service no:

CS2003010701

About the service

Harestane Nursing Home is situated in the Kirkton area of Dundee, and can accommodate up to 66 older adults; two of which, can be under the age of 50 with nursing needs. Harestane is convenient for local services and public transport.

The home is surrounded by a secure, well landscaped garden, which can be easily accessed by the people living at this service.

There is a hydro-therapy pool attached to the home, which residents can access, however, this is not regulated by the Care Inspectorate.

The mission statement of this service is:

'To assist every client with improving their quality of life, encouraging independence and allowing them to be comfortable with excellent care in the home, by providing professional care with dignity, respect and compassion.'

This service is provided by the Priority Care Group.

What people told us

We sent out 55 care standards questionnaires to people using this service, relatives and staff and 24 were returned to us. In addition, we spoke with people from all these groups during the course of our inspection. Most of the comments that we received were very positive and are reflected here:

Residents:

'I like it here'

'The lasses are lovely'

'I like it here and I am very happy'

'My lunch was very nice'

'I'm fine'

'I like living here, everyone is very friendly'

'I am happy here and don't want to go anywhere else.'

Relatives:

'We are very happy with Harestane care home. The staff are very attentive towards my relative and very friendly and helpful with us'

'The home is always kept clean and my relatives room is always clean and fresh'

'The food is excellent and there is always tea/coffee and cakes available to the residents'

'All the staff are welcoming and caring, friendly and polite and with a great sense of humour too'

'First class care given at Harestane, the manager is like a mother to them and I couldn't fault the care home'

'Very approachable and very kind, not only to my relative, but to ourselves as a family - keeping us up to date and informing us of any worries or concerns they have'

'The staff are extremely patient and understanding of my relatives needs, and the manager has a great rapport with all the residents'

'I am satisfied with the care my relative receives, I do not have any concerns about his care and wellbeing'

'I feel that activities have dropped off recently, I worry that my relative does not have enough stimulation'

'There is always a good happy atmosphere in hte home and a lot going on with entertainments. I have total peace of mind'

'The staff do a wonderful job and are always pleasant and helpful'

'This care home is top quality, the staff are all nice and visibly hard working. Our family are happy and can get on with life now in peace 10 out of 10.'

Staff:

'Training needs met, and management always helpful'

' Great place to work, I can always go the management about anything and all issues will be dealt with'

'We work together well as a team'

'There are plenty of activities going on all the time; a resident only has to ask if they want to do something, and the manager will organinse it'

'Training courses and e-learning are encouraged to broaden skills. Management are supportive easily approachable'

'Throughout my entire time with the company, I have always been offered training/support and guidance, especially from the manager who has my best interests at heart. The manager is very approachable and a very good listener and strives for both clients and staff to be as happy as possible. She is one in a million.'

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 received excellent feedback about Harestane Nursing Home from everyone we spoke with, or who responded to our questionnaires prior to our inspection visit.

We saw staff interacting with residents and relatives with respect and appropriate use of humour, which created a relaxed and homely atmosphere within the service.

It was clear that staff were busy, however we saw that they worked well together as a team to ensure that care and support were carried out at a relaxed pace, appropriate to each individual. We saw that staff knew residents well, and were familiar with their personal preferences; however, we saw that this was checked frequently, especially when offering food/drinks. This ensured that people had choice, and opportunities to change their minds if they wanted to.

People who were supported in their rooms, had fluids available at all times, and staff frequently visited each person in order to provide care, and offer meals and snacks. This ensured that residents were comfortable and that their care needs were being met.

Support plans clearly set out the support that each person required, and were reviewed monthly. The service had reviewed and updated the area of assessment that supports people with regards to sexuality and relationships. This ensured that peoples rights were protected and that they had opportunities to express how they wished to be seen and supported by others. This demonstrated that the service was aware of, and was responsive to possible areas of discrimination.

Residents and relatives had opportunities to feedback about the service via resident/relative meetings and an annual questionnaire. In addition to this, residents and relatives told us that all the staff, and manager were friendly and approachable if they had any concerns, and that any issues were dealt with quickly.

There was a full programme of activities available to people living at this service. This included a weekly 'Better Gen boxing class' both within a local community centre and at the home, regular visits from nursery school children, themed activities and crafts, outings to the local community, swimming and regular concerts/entertainment within the service. We saw that people had benefitted from these activities, and had enjoyed opportunities to try new ones. We saw photographs of residents trying exercises equipment at the local gym and feedback from relatives expressed surprise and delight that residents had taken part in these new experiences.

Some information about people's interests and hobbies had been gathered at admission and was evident, in one page profiles and activity plans. However, there was little evidence of how activities and opportunities were made available to people through the daily records. This meant it was difficult to see what people had taken part in or enjoyed on a daily basis. The service introduced new scrapbooks for each resident during our inspection, in order to capture more detail about activities and food preferences, alongside a daily activities recording book. We look forward to seeing how these develop in the future, especially for those residents who spend prolonged periods in their rooms.

We noted that residents could potentially spend a large part of the day in the same chair/area of the home. This was because there was not a separate dining area where people could go for meals. Although there was a smaller area available; this was used to support people with additional needs. Due to lack of space there was not enough room for everyone to sit at tables to enjoy meals together. We discussed the importance of the social aspect of mealtimes with the manager, and asked the service to consider how the mealtime experience could be enhanced.

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 found that the standard care and support was very good during this inspection. We found that support plans clearly set out people's support needs, and plans were reviewed regularly. We found that people had good access to peripatetic supports from other professionals such as dentists, optician, dietician, and assisted to attend NHS outpatient appointments.

People had opportunities to feedback about their care and support, and about other areas of the home via six monthly reviews of their care and through resident and relatives meetings. Everyone we spoke with told us that they could approach the staff, or the manager, if they had any concerns and any issues would be dealt with promptly.

We saw that where people required their food and fluid intake to be monitored; the appropriate documentation was being completed, to ensure that people were being offered appropriate levels of fluids and nutrition to support health and wellbeing. Where concerns had been identified, there was consultation and referrals to peripatetic professionals, such as speech and language therapists, and dieticians.

We saw that people had 'Do Not Attempt Cardio Pulmonary Resuscitation' (DNACPR) and anticipatory care plans within support plans. These documents help people and their families to plan end of life care when the time comes. Whilst it was good to see that these plans were in place; we found that they were not being reviewed at regular intervals with residents and their families. This meant that there was an increased risk that some people could be confused about their relatives wishes or instructions, especially in emergencies. We discussed the importance of reviewing these documents periodically to ensure that everyone involved, was clear about their relatives wishes, and any areas of disagreement identified at an early stage.

We found that some people needed 'as required' medication, as a result of stressed and distressed behaviour. Although support plans described some behaviours likely to result in the administration of 'as required' medication, these plans did not clearly set out the strategies that staff should use to support people in order to minimise the use of medication. This meant that there was a risk that staff may not support people consistently, or might not be clear at which point to offer medication. **(See area of improvement 1)**

Areas for improvement

1. The service should ensure that where people require 'as required medication' for stressed and distressed behaviour, that this is provided in a planned and consistent manner.

- Support plans should be clear about the steps staff should take to support people, and what strategies are usually successful in supporting a reduction in stress and distress.

- The correct use of ABC (antecedents, behaviour, consequences) charts, that are used to understand what triggers cause stressed reactions, and interventions that support people.
- That medication is used as a last resort and that its effects are monitored and recorded.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards 4.11 which states: 'I experience high quality care and support based on relevant evidence, guidance and best practice'

and

This is in order to ensure that care and support is consistent with the Health and Social Care Standards 4.16 which states: 'I am supported and cared for by people I know so that I experience consistency and continuity.'

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?	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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