

Drumdarroch House Nursing Home Care Home Service

Mill Road
Insch
AB52 6JA

Telephone: 01464 820808

Type of inspection:

Unannounced

Completed on:

14 August 2019

Service provided by:

Priority Care Group Limited

Service provider number:

SP2003000048

Service no:

CS2003010387

About the service

Drumdarroch House Nursing Home is registered to provide a care service to a "maximum of 41 older people, of whom no more than three may be adults with physical and sensory impairment". It is owned and managed by the Priority Care Group Limited.

The care home was purpose-built and it is a detached, single-storey building in a quiet residential part of the village of Inch. There are two communal sitting rooms, one large dining area and shared bathrooms. All of the bedrooms are single with en suite facilities.

The service says it aims to "acknowledge and value the uniqueness of the individual by enabling clients and staff alike to achieve, maintain and where possible, develop their maximum potential"

This service has been registered since April 2002.

What people told us

Prior to our inspection we sent out 15 questionnaires to residents and 11 were returned.

All were ticked positively, with one additional comment about agency being used during staff holidays or sickness and they don't know people's needs.

When we were carrying out the inspection people told us:

"I love it here, the girls are very good"

"it's fine, the foods always good"

One daughter told us that the carers are good, quick to respond if asked for anything, and she has no complaints.

Another family member told us "No concerns, delighted with everything, staff are always around and they're quick off the mark"

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?	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?**4 - Good**

When we inspected the service we found that it was very good and also had some areas to be considered for improvement. The people that we met and spoke to were happy and we saw warm and caring relationships between staff and residents. This was partly due to the efforts made to use a stable staff team, who worked extra hours when others were sick or on holiday, and also because the service provided good training and senior staff worked alongside carers to make sure they were competent and skilled. People were afforded dignity and privacy by being well dressed and smart, staff knocked before entering rooms and they spoke quietly and individually to people. People were helped to get the most out of their life by a range of activities each day, and by strong links with the local community (by groups coming in and by people being assisted to attend groups in their community, like the knitting group). People, their friends and their families told us that it was easy to be together in the home, they could come and go as they wished and were welcome to join in all events. This helped people to enjoy the company of their peers and families. The Activities Coordinator was involved in the Care About Physical Activities programme and we discussed ways that this could be enhanced further to become more everyday for all staff and individualised. The menus and meals in Drumdarroch were healthy and well presented, with people enjoying a range of food in a relaxed manner. We saw opportunities for the snacks and tea/coffee to be served more individually and we discussed these with the manager

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 looked at the personal plans and how they linked into the support that was given and found it was very good. There was dynamic care planning with regular reviews that used a range of methods to help the residents to be involved. We found some inconsistencies in the plans and we discussed these with senior management who understood our points and agreed to look at ways to improve consistency and clarity throughout the home. The carers told us that they had suggested an improvement in the way that handovers were done as new carers came in for their shift. This has been implemented and has made it simpler to keep track of changes for people, improving consistency in their support. There was a lot of good training available and staff had time to reflect and chat during supervision and also when the supervisors were working with people. People told us that they felt staff were well-trained and knew

what they were doing. We saw robust medication management systems, anticipatory care plans and indications of multi-disciplinary involvement, all of which meant that care and support needs were anticipated as part of people's ongoing assessment. An area for improvement would be for the management and support to be organised less around routines and more regard made for individualised needs and wishes with consequential enhanced care and social interaction for people.

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	5 - Very Good
1.4 People are getting the right service for them	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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