

Lochbroom House (Care Home) Care Home Service

Ladysmith Street
Ullapool
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Type of inspection:

Unannounced

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Service provided by:

NHS Highland

Service provider number:

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About the service

This service was registered with the Care Inspectorate on 30 March 2012.

Lochbroom House (Care Home) is registered to provide care for up to 11 older people. The home is located within the village of Ullapool on the west coast of Scotland. The home provides two storey accommodation with all bedrooms having en-suite facilities. There are several communal areas in the home and a safe accessible garden.

The provider aims and objectives include:

"Lochbroom House aims to provide a service which will assist and enable all people living in the service to enjoy an enhanced quality of life. We provide a safe, supportive and stimulating environment in which all people living in the service are encouraged to achieve their goals and maximise their potential."

What people told us

We received five completed care standards questionnaires from people who use the service and their families. Everyone who responded said that they "strongly agreed" or "agreed" that they were happy with the quality of the care and support they received.

People said:

"My father is treated with dignity and respect."

"Staff are very good to me."

"I haven't an appetite for food, but they always find something to tempt me."

Relatives we spoke with were happy with the care and support provided; "care is better than good, it is excellent."

They were very complimentary about the staff. An individual also said: "they make me very welcome and I can visit at any time."

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?	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?

5 - Very Good

People experience care and support which was seen to be warm, nurturing and compassionate. We observed positive relationships and interactions between the staff team and people which resulted in people feeling respected and actively supported. There was evidence of strong links with the community outside of the care home, supported by the use of technology which enabled people to keep relationships within and outside the care home.

People enjoyed informal involvement in activities which were meaningful to them, their food choices, events and the care home in general, however the service should look at ways to improve how they actively encourage people to be involved in decisions about the care home in order to improve the service they use. (See area for improvement 1).

The staff who supply the care knew the residents well and they said they felt their needs and preferences were respected, for example people had choice about where they ate their meals, if they wished to spend time alone or take part in activities.

We found staff took opportunities to support people's interests and friendships. People were enabled to be physically active both indoors and outdoors. Opportunities to connect with family, friends and the local community were taken, for example, families were encouraged to come into the care home at any time.

Residents/people said their personal care was provided in a dignified way with their privacy and personal preferences respected.

There was good recognition of people's culture and spirituality with examples of detailed life histories in some cases, however it did not always inform a person's care plan. People should be sure that their health needs are well supported. There were good links with other health professionals. For example, we spoke with a visiting district nurse who said staff were quick to involve them in care to improve the outcomes for people and support people at end of life.

Residents and/or their family said they were involved in making decisions about the care and support they received; however, we did note that there was a lack of formal planning for their future care and support needs. Health and risk assessments were undertaken and reviewed regularly which reflected best practice.

The manager should review the system for managing medicines. We felt the daily counts of medications should be reviewed and consideration given to where the records for topical medication are held. This will ensure people can be confident that their medication is being administered safely and their wellbeing promoted. (See areas for improvement 2).

People enjoyed a positive mealtime experience. Staff were responsive to individual needs and we saw the right use of humour throughout. People were offered choices and were given plenty of time to choose foods and fruit juices and to enjoy their meal.

Areas for improvement

1. People should be involved in decisions about the care home in ways which are meaningful to them. The provider should consider new ways to gather comments and ideas from residents, families and staff on how to improve the service. Improvements may focus on different topics, for example, to the environment, the garden or improvements in the provision of activities.

The findings should inform a plan showing how the suggestions will be implemented. The plan should be used to develop the service improvement plan.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership." (HSCS 4.7)

2. The provider should continue to develop strong leadership and staff competency by embedding daily quality assurance processes. This should include signing within people's care plans and care records when a topical medication has been applied. This will ensure that staff meet the legal requirements for recording care.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.3)

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?

4 - Good

There were important strengths although we found some areas for improvement.

People's care plans should be right for them because it sets out how their needs will be met, as well as their wishes and choices. We found evidence of involvement with people, their families and/or representatives in the shaping of their care and support plans. Healthcare assessments of nutrition, skin care and risk of falls were also being used to inform the care and support needed for people.

The care plans described people's personal histories and what was important to them. Supporting legal documentation to protect and uphold people's rights was in place. There was evidence of regular audit undertaken with feedback to support continuous improvement.

The care plans should reflect people's current needs, goals and their preferred outcomes. People's life stories did not always translate into the written plan of care. There was evidence of regular review, but the care plans and written records were not always up to date and responsive to changes in people's care and support needs.

Care plans should give detail for staff about how to care for and respond promptly, for example if people are stressed or distressed. This could be improved by supplying clear guidance for staff to recognise signs and to manage such instances.

A new care planning approach was being introduced. This is an opportunity to focus more on people's goals, outcomes and how these will be measured and evaluated. (See areas for improvement 1 and 2).

We found supporting documentation which described people's daily progress, however there were examples of inappropriate language being used. It is important that what is written is non-judgmental and respectful. (See area for improvement 3).

Areas for improvement

1. The service should continue with the regular reviews of people's care plans. Following each review and any change in a person's health and support needs, the care plan must be evaluated and updated to reflect all aspects of the current care and support required for people. This will supply confidence that the right care will be given at the right time, which is responsive, safe and effective.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "any treatment or intervention that I experience is safe and effective" (HSCS 1.24).

2. The service should ensure that care plans draw on people's goals and aspirations so that the focus is on outcomes which can enable improvement for their lives. The service should review the layout and writing of care plans to make sure that care is being delivered in such a way that people feel supported to get the most out of their lives and maximise potential.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I am empowered and enabled to be as independent and as in control of my life as I want and can be" (HSCS 2.2)

3. The provider should ensure that the language used in the daily progress report is non-judgmental and respectful of people.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I experience care and support where all people are respected and valued (HSCS 4.3)

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?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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