

Broom Court Care Home Care Home Service

42 Broom Court
St. Ninians
Stirling
FK7 7UN

Telephone: 01786 812864

Type of inspection:

Unannounced

Completed on:

16 October 2019

Service provided by:

Blackwood Homes and Care

Service provider number:

SP2003000176

Service no:

CS2003011559

About the service

Broom Court Care Home is situated in a quiet, residential area in Stirling. Shops and other local amenities are nearby, along with public transport links to the city centre.

Broom Court Care Home service is provided by Blackwood Homes and Care. The service is provided primarily for people with physical disabilities, however residents may also have learning disabilities, acquired brain injuries, sensory impairment and health conditions including multiple sclerosis.

Accommodation is provided in a purpose-built environment and is fully accessible for people with disabilities. During the inspection 11 people were resident in the main building with a further three people resident in an adjacent three bedroom house. A large, pleasant garden is enjoyed by the residents.

All residents have single size bedrooms with ensuite shower and toilet facilities. Communal areas comprise of a number of sitting rooms that afford opportunities for quiet and private space and a spacious dining area. Residents also have access to laundry facilities. The ensuite shower rooms in residents bedrooms are being updated in August 2018.

Blackwood's Vision states, "Blackwood helps people live their lives to the full. We provide high quality, personalised care, housing and support, designed around the person and their life choices".

The service has been registered since 1 April 2002.

What people told us

Before we carried out our inspection we received six completed care standard questionnaires from people living in the service.

There were 16 people living in the home at the time of our inspection and during our visits we spoke to ten residents. We spoke with staff throughout the inspection and also carried out a SOFI 2 (Short observational framework for inspection) observation to include people with more limited communication abilities.

People we spoke to were very positive in the feedback they gave us about the standard of care they experienced in the service. Comments included:

'Couldn't feel any safer if I tried. Staff are always there to help when needed.'

'I recently have been given control of my own money and I am enjoying having my independence as this is new to me.'

'I have had lots of training to use digital equipment and I can now facetime my (relative) on my own.'

'Staff are respectful. They do what I ask and we have a laugh. This is my home.'

'I'd like them to change the kitchen and lower cupboards so I can access them e.g. for cereal.'

'I am encouraged to be independent. I do a lot of daily tasks by myself as well as attending social events such as bocce and wheelchair football.'

'I am treated with dignity and respect. I am treated no differently to anyone else.'

'The staff are friendly and good at their job. They're always available when I need them.'

'Feel staff support me well but could have more time spent with me during the day.'

'Since moving here I have been very happy with my surroundings and with the staff.'

'Staff treat me very well.'

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?	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

We assessed the service to be working to a good level in response to the question 'How well do we support people's wellbeing.' There were a number of important strengths which, taken together, clearly outweighed areas for improvement.

Throughout our inspection we observed many positive interactions within the home with good use of humour and banter. We saw that people were treated with kindness and compassion and that there was a culture of equality between staff and residents. There was a relaxed atmosphere and people were encouraged to go at their own pace. There was clear evidence that people had their wishes and choices respected and were given privacy when this was appropriate and safe. Some people chose to spend time on their own in their rooms and this was respected by staff.

There were many examples of external activities in the local and wider community that were available to people. We heard about holidays people had gone on as well as visits to the cinema, football matches, shopping trips and local social clubs. When people first moved into the service, they were asked about their interests and hobbies and staff made every effort to accommodate their wishes. People were encouraged and enabled to get

the most out of life through options to maintain, develop and explore their interests and skills which included leisure activities such as gardening and opportunities to connect with friends and family. A lovely beauty therapy room had been introduced since our last inspection and people told us how much they enjoyed being treated to manicures, pedicures and hand massages.

At our last inspection we identified that the service held the keys to people's safes. We were pleased to see that people had been encouraged to develop their abilities and grow in confidence to hold their own keys. Some people told us that they managed all of their financial affairs independently.

People living in Broom Court could be confident that the care and support they received benefitted their health and wellbeing. Staff were very knowledgeable about people's individual care needs, preferences and aspirations. Records evidenced that the service had supported people to access a range of health appointments. We saw that staff responded promptly to any concerns or deterioration in people's health and presentation with appropriate, timely referrals made to health professionals when required. This meant that people could be confident that they were staying as well as they could.

People told us that they were actively encouraged to take part in national health screening programmes such as mammograms, prostate exams and flu jabs however this was not clearly recorded within their personal plans. The manager agreed to address this.

The service managed people's medication in a person-centred way which was stored in their own rooms. An electronic medication management system had recently been implemented. This assisted staff to ensure that medication was managed safely and effectively. We discussed with the manager the need to implement a range of audits to facilitate effective quality assurance of medication held within the home and ensure that issues were identified and acted upon promptly. We also noted that the recording of 'as required' medication was inconsistent. We discussed this with the management team who acknowledged that adjustments were still needed within the electronic management system. We will follow this up at our next inspection.

Overall, we thought that people's health and wellbeing benefitted from their care and support. There were occasions where staff's knowledge needed to develop further to enable them to support people better. The manager acknowledged this and told us that external training was being sourced.

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**

People who experience care should have in place a detailed plan of care which outlines how their needs will be met in conjunction with their individual wishes, choices and preferences.

We sampled five personal plans and found them to contain a lot of information, some of which was not easy to find. However, they were generally up to date and completed with a good level of detail. The care plans demonstrated to us that staff were interested in getting to know each individual person experiencing care within the service. All of the plans had been evaluated and updated as appropriate.

We expect services to have an outcomes-focussed approach to care planning. Outcomes refer to the impacts or end results of services on a person's life, for example through improved quality of life, improved health or exercising choice. Outcomes focussed services endeavour to achieve the wishes, aspirations or goals identified by people who use them. We thought that the plans we sampled were not as outcome-focussed as they could be and did not adequately inform staff how to support the person to achieve or maintain their independence. The manager acknowledged that there was room for improvement and told us that the service is in the process of introducing new care plans. The service believes that the new care plans will be more person-centred, have a greater focus on the outcomes people wish to achieve and how they will be supported in this. We look forward to seeing the new care plans and will follow this up at our next inspection. .

Reviews were carried out at regular, six monthly intervals and showed that residents, as well as any other relevant people such as family members, health professionals and social workers had been involved or consulted. Risk assessments were all up to date and demonstrated how the service supported people to have a positive quality of life while minimising risk.

We had some concerns regarding wound management. We were unable to fully track the progress of wound management and healing due to poor record keeping. Staff told us that District Nursing support had been accessed but we discussed the need for appropriate documentation in line with best practice guidance to maintain records of wound care and healing.

The service had a good range of quality assurance processes in place including an improvement development plan. We felt it may be useful to link this to the Care Inspectorate's new Quality Improvement Framework and the manager agreed to look at this.

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	5 - Very Good
1.3 People's health benefits from their care and support	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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