

Hebron House Nursing Home Ltd

Care Home Service

27 Seabank Road
Nairn
IV12 4EU

Telephone: 01667 452459

Type of inspection:

Unannounced

Completed on:

11 December 2019

Service provided by:

Hebron House Care Home

Service provider number:

SP2008010148

Service no:

CS2008189589

About the service

This service has been registered since January 2009.

The service is registered to provide care to 22 older people. Hebron House is located in a quiet residential area of Nairn, set in its own grounds and consists of the original two storey building with extensions.

The care home consists of 20 single rooms and one double room as well as several communal public rooms and lounges. Seventeen of the 21 bedrooms have en-suite toilet facilities, three of which have shower facilities. There is a passenger lift and stair access between the ground and first floor.

The aims and objectives of the service were to strive to provide a good, individual, home life for all the people who use the service and that they are cared for with dignity and respect, whilst maintaining their individuality at all times. To promote the need to continue with hobbies, activities and interests and to involve residents and their relatives in the care provided.

What people told us

We used the feedback included in care standard questionnaires to inform our inspection and evaluations. We were accompanied on this inspection by an inspection volunteer, who spent her time with people in the service, having conversations about their experiences of the care home, or observing how care and support was provided.

Responses from both people who live in the home, and their relatives indicated a high level of satisfaction with the service.

People told us:

"The staff at Hebron are an excellent and happy team. Always approachable and happy to discuss our relatives needs at any time. Our relative has kept very well in the care of Hebron House .. more alert and mobile and seems quite content. A homely and welcoming place to visit .. I can talk to staff openly about any concerns we may have. Staff keep me informed about any changes/incidents regarding our relative."

"It's in a great area and grounds are beautifully kept - it feels like people care about others. I, without a doubt applaud the manager for her care and passion to residents."

"Excellent care given to my relative over the year. Manager and her team work very well together, I am notified of any changes to my relatives care. A clean and comfortable environment."

"The staff enjoy caring for clients and are warm and welcoming to visitors. Because it is a small home staff get to know clients and visitors. A well maintained small nursing home in a beautiful area."

"I'm very comfortable here. The staff are kind and I get along fine with them. Meals are good."

"It's a lovely place to stay - a home from home. I have a comfortable room and it's always kept clean and tidy. I have my hair done regularly. It's good to have a hairdresser on the premises. I enjoy the activities, especially the children, they always have something going on here. I am never bored."

"I enjoy sitting in the garden in the summer. The food is always good. Staff are wonderful, always cheery and willing to help. Nothing too much trouble."

"If I buzz for them (the staff) they answer very quickly. They take their time with you and are friendly and you can have a laugh and a joke with them. The laundry does my clothes and they are always well kept. My room gets cleaned daily."

"If you have a problem they always take the time to visit. I have been out once or twice with my family ... but I am always glad to get home."

Specific points highlighted by relatives regarding improvements or developments were:

Observation that a toilet on the ground floor needs refurbishing.

Concerns that at times, particularly in the evening, there may not be enough staff around in the communal areas to respond quickly to any needs individuals might have.

"I would like to see more ideas/things in place to aid residents and relatives to communicate better where deafness is a huge issue."

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

Hebron House demonstrated a good standard of care and support to people using the service. Hebron House had a warm and friendly atmosphere. The house was clean, there were high standards maintained in terms of housekeeping and general environment, which was valued by people living in the service, and which reflected a team who took a pride in doing things well.

People living in the home benefitted from a staff team who were warm, caring and showed respect in their interactions with others. We observed staff engaging and responding to people with respect, compassion and understanding. This supported people to feel a sense of reassurance, and to feel safe and at home. Staff were seen to engage, and provide support in ways that maintained dignity, which treated people as individuals. There was a sense that residents, relatives and staff got to know each other, that these relationships promoted effective care, open communication, and an ethos of respect. People looked well, and were being supported to maintain their standards and preferences in terms of dress and grooming.

People should be able to choose to have an active life and participate in a range of recreational and social activities both indoors and outdoors. We saw that this was an area that improvements had been made since we last visited. There was an activity worker in post, and we heard about a raft of interesting and varied opportunities that had been made available either in small groups, but also with the inclusion of one to one opportunities for people for whom this was either preferred or needed. As well as in house activities, there were regular entertainments, outings to specific events and community involvement in the everyday life of the home.

The service should now build on what they have already achieved, developing and promoting their activity planning so that people can look forward and be aware of what is on offer on a daily basis. There would also be scope, within their service development, to include the wider staff group in activity planning and provision so that people are supported to get the most out of their day, including when the activity worker was not present.

People's health should benefit from their care and support. We were able to see that people in the home received good support from local health and social care staff. Nursing and care staff appeared to be responsive to observing and following up on any changes in people's health which may indicate that medical assessment or treatment was required. People told us that staff were quick to spot the signs of recurring health conditions and acted swiftly to prevent a deterioration in health. Local GPs visited the home on a weekly basis, and if necessary beyond this. It was evident that both organisations prepared for these consultations and followed through on planned actions. This meant that people were supported to access healthcare when they required, and could rely on care being given following guidance from doctors. The management of medication was good, followed best practice, and further protected the health and wellbeing needs of people.

It is important that people can choose well presented and healthy meals, in an unhurried atmosphere. We joined residents in the dining room over both days that we were present in the home. It was evident that people enjoyed their meals, everyone we spoke with told us that the food was consistently good. People who needed additional support to eat and drink were being given this in a respectful way, in a well paced manner that supported good nutritional intake. We observed drinks being readily available in communal areas, we saw that staff were aware of the need to ensure that people were drinking enough. We could see that these strengths supported health and wellbeing, also added a meaningful and pleasant social opportunity to people's day as they shared a tasty and well cooked meal with friends, or from time to time a relative who stayed with their loved one.

We looked at accidents and incidents. We were able to see that staff followed up on accessing emergency support following any falls or accidents that took place. Any accidents or incidents, including falls, were followed up, there was a regular review which identified what had happened to whom and where. We concluded that further work needed to be carried out with risk assessment. We could see that there were some well thought out risk assessments which did assess the likelihood of something reoccurring. There was less information included in some risk assessments in a way that highlighted the risk to staff, and also explained what the service was going to do to reduce potential risks for specific people.

We reminded management about the necessity of ensuring that the guidance in terms of events that they needed to tell us about, including certain categories of incidents and accidents was followed.

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**

We found that in relation to this key question there were some important strengths which supported positive outcomes for people. People's care plans should be right for them because they set out how their needs will be met as well as wishes and choices.

We saw that there was a person centred approach taken to assessment and transition planning which supported people to make decisions regarding whether Hebron House could appropriately meet their needs, and whether it was the right setting for them. This approach remains key to proactive planning of care and support and is supportive of good proactive in this area.

Individual care plans contained relevant and sufficiently detailed information which would support staff to deliver good and effective care. There was good use of various assessment tools to identify needs in key areas of care, for example, such as nutrition, skin integrity. We could see that regular monitoring took place, all of which supported people to keep as well as possible.

There was evidence of good practice with regard to reviews. People were being given regular opportunities to participate in reviews. These meetings were well recorded and would support staff to ensure that any action points were followed up on. Management maintained an overview of what was outstanding in terms of reviews. We were satisfied that these meetings did support good outcomes for people, that they were a meaningful opportunity for people to participate in their care, that feedback was sought and acted on as a consequence.

Developing their personal planning approach remains a key objective for the management team. Some developments have been made, for example the inclusion of an abbreviated "at a glance" plan that would support staff by highlighting what was most important to the person in terms of how they provide support, and uphold preferences. Other improvements were still on going, with objective being to make personal plans more person centred, with outcomes that are clear to both the person, their representative and the staff team. We will look forward to seeing what the service put in place at the next inspection.

Hebron House has one shared bedroom. At feedback we recommended that the provider consider the future use of shared bedrooms in the home for people who have not requested this, or indicated it as a preference. This should be considered in the light of the Health and Social Care Standards (HSCS 5.26).

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

To further promote individuals wellbeing, people should have the opportunity to maintain and develop their interests, lead an active life and participate in a range of activities.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I can maintain and develop my interests and what matters to me in a way that I like' (HSCS 2.22); '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), and 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This area for improvement was made on 20 February 2019.

Action taken since then

An activity worker has been employed in the service. This has been a very positive development. Activity provision is good and there were regular opportunities for both indoor and outdoor engagement, including intergenerational opportunities. There is a focus on small group activity, a positive approach to the needs of people who prefer not to attend activity sessions, or who need more individualised support to meaningfully participate. To reflect this progress, this area of improvement is considered met, that the focus should now be on embedding and developing provision, so that it consistently supports people towards the best outcomes.

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 well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.