

McClymont House Care Home Service

Gallowhill Road
Lanark
ML11 7NZ

Telephone: 01555 665953

Type of inspection:

Unannounced

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Service provided by:

South Lanarkshire Council

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About the service

McClymont House is owned and managed by South Lanarkshire Council and provides care and support for up to 27 older people with a range of physical and cognitive impairment.

The home is situated in a residential area of Lanark and is within close proximity to public transport links and local amenities. There were 14 residents residing in the home at the time of our inspection.

The home is purpose built over one level and is divided into three separate units each providing single ensuite bedrooms with communal lounge, dining and kitchen facilities. One of the units had been temporarily closed due to staff recruitment and retention challenges. This has now been addressed and the service hopes to be fully operational in the near future.

The home is well furnished and provides a welcoming atmosphere with unrestricted access into a well maintained, enclosed garden area with seating and raised flower beds for residents and visitors to use.

The aims and objectives of this service state, "a happy, safe and comfortable environment, where each person is treated as an individual with individual needs within a relaxed, welcoming environment".

What people told us

Prior to this inspection, we issued a total of 20 Care Standard Questionnaires to people using the service as well as relatives/carers of which 13 were returned.

All of the responses indicated that overall people strongly agreed or agreed that they were happy with the quality of care provided by the service.

We also spoke to residents, relatives and carers as part of our inspection visit and some of the comments we received were as follows;

"I enjoy the activities on offer when I am able to take part and the food is just excellent"

"The cook goes out of her way to make changes to the menu to suit and the food is jolly good"

"I am very happy with what I have here it's lovely, the environment is very pleasant"

"My room may seem a bit cluttered but I have everything I need to hand because of my disability"

"We have regular meetings and I know I can talk to the staff at any time"

"I sit on the interview panel for the new staff"

"I would like to see the threat of closure of this home removed. This has caused a lot of un-necessary worry, anxiety and stress to residents and their families and to the excellent staff of McClymont House"

"The wellbeing of the residents appears to be at the fore front of the staff's actions at all times and in my opinion the staff are all excellent and this is reflected in the wellbeing of the residents"

"All residents are very well taken care of by all staff members. Activities are on most days of the week, most of the residents enjoy weekly bingo"

"The staff team are very good and keep me up to date with any changes in my relatives care. The setting is near perfect as it is all on one level - in a quiet area and yet centrally positioned in the town centre with car parking near by"

"McClymont House is exceptionally clean. Never a thing is dirty and the food is really good with the cook asking residents to assist her in making up their menus. The home setting is fantastic with a lovely garden to sit in on a summer's day"

"Leadership within McClymont House is excellent and well organised, however the leadership provided by South Lanarkshire Council is of a very low standard".

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

People who experience care have the right to be treated with dignity, respect and compassion and have confidence in the people who provide their care and support.

We spoke to residents and relatives who spoke very highly of this service and the support provided. People told us they felt well looked after by a caring and competent team of staff.

We observed excellent interaction and standards of practice from staff who demonstrated the principles of the Health and Social Care Standards in their compassionate approach when interacting with residents and their relatives.

Residents were regularly consulted and their opinions sought through meetings, discussions and surveys with positive actions taken where suggestions or requests had been made. This ensured people felt involved and their opinions valued.

Residents could be confident that their healthcare needs were supported by a safely recruited, trained and competent staff team. There was evidence of regular consultation with relevant health care professionals, medication was stored securely, administered safely and regularly audited by management to ensure safe practice.

The dining areas were nicely set out and staff provided support respectfully where required. People could choose where they wanted to eat their meals and we saw plenty of drinks and snacks available throughout the day which helped maintain people's health.

Additional observational charts were generally completed well. However we continue to find gaps in the recording of topical medication resulting in staff being unable to provide evidence that these were being applied in accordance with the prescribers instructions (see area for improvement 1).

There was a wide range of activities and outings available ranging from baking and music therapy to gardening, short walks and visits to the local shops.

The service had great support and links with the local community, nursery and primary school. Some residents had become a 'buddy' to some of the local school children who through discussions and reminiscence had compiled life stories for the residents.

We spoke to residents who told us that living in the home and having the option to participate in activities and outings had benefited their mobility and improved their wellbeing. Staff promoted physical activity and supported residents to attend local dance and exercise classes at the local community centre. There had also been visits from a local Scottish dance school, the local nursery had visited to play games and sing nursery rhymes and the Lanark Beaver Club had sang songs with residents round a campfire.

Staff regularly evaluated the activity programme and made changes to this following feedback and suggestions.

Activity provides people with a sense of purpose, helps maintain their past interests, promotes independence and provides great opportunities for social interaction relieving boredom and feelings of isolation which leads to improvements in people's health and wellbeing.

Areas for improvement

1. The service should ensure topical medication records are completed accurately and in line with prescribers instructions.

This ensures care and support is consistent with the Health and Social Care Standards which state: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

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**

People should be able to benefit from care plans which are regularly reviewed, evaluated and updated which consistently informs all aspects of the care and support they experience.

This home benefits from a strong and effective management team which supports a well trained and competent staff team who are aware of the Health and Social Care Standards when completing care plans and supporting documentation.

The current plans continue to be audited regularly by the manager and the plans we saw were well completed and up to date.

There was information on individuals medical conditions which assisted staff to provide the appropriate level of care and support. The service have good links with external professionals who staff were confident in consulting if they had any concerns or required additional support. Risk assessments were in place, supported by the relevant care plan and were updated and evaluated regularly.

The care plans also contained very good person centred information. The plans were easy to read and follow and had good details on individuals' abilities and the level of support needed to help maintain their independence.

There were individual activity plans with details on current choices, wishes and aspirations.

There was evidence of resident participation and involvement in the plans which were evaluated regularly to ensure they were still relevant and were reflective of current choice and need.

We saw that people's rights were respected and where there were issues of capacity, appropriate legal arrangements were recorded and in place. This meant that people experiencing care could be confident that their views would be sought and choices respected, including when they had reduced capacity to make their own decisions.

Reviews were taking place regularly and staff consulted residents, relatives and external professionals prior to these reviews in order to obtain feedback on areas for further discussion. Relatives we spoke to said they were kept fully informed of any changes and were confident in the standards of care and support provided.

There were a few minor suggestions we noted that would improve the care plans further which we discussed and were confident the manager would review and action these.

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

The service should ensure topical medication records are completed accurately and in line with prescribers instructions.

This ensures care and support is consistent with the Health and Social Care Standards which state: "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 8 January 2019.

Action taken since then

This area for improvement has not been met, please refer to key question 1 for further information.

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	6 - Excellent
1.2 People get the most out of life	6 - Excellent
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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