

Dail Mhor (Care Home) Care Home Service

Strontian
Acharacle
PH36 4HZ

Telephone: 01967 402481

Type of inspection:

Unannounced

Completed on:

12 February 2020

Service provided by:

NHS Highland

Service provider number:

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Service no:

CS2012307211

About the service

Dail Mhor is a care home for older people located within the village of Strontian. The service is registered to provide care for up to six older people, one of whom may be a respite placement. At the time of the inspection Dail Mhor was providing respite care for up to six older people. The service was currently undergoing a Community Council Review and if required would be updating their registration certificate following the recommendations from this review. The service was registered with the Care Inspectorate on 30 March 2012.

The home adjoins the local GP surgery and is close to local shops and community resources and facilities. All bedrooms are for single occupancy and have en-suite facilities. There are a range of communal spaces for seating and dining.

What people told us

We spoke with the four people who were present during the inspection. All were very happy with the care they received. We have included comments from people involved in the inspection in the report.

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

We assessed the service as "good" in terms of how people's wellbeing was supported. This meant the provider evidenced important strengths in supporting positive outcomes for people receiving the service.

People should experience warmth, kindness and compassion. We saw a staff team that was warm and caring and showed respect in their interactions. There were very good working relationships between staff, the main focus being on providing a high level of very good care and support to people using the service. We observed staff speaking and listening to people in a way that was courteous and respectful. Staff clearly knew the people they supported very well and were passionate that the care they provided was of a high standard. There was a

relaxed and welcoming atmosphere and people using the service looked happy and comfortable in their environment. Some of the comments from individuals and relatives included:

"The staff were brilliant at interacting with my relative, they made him feel really comfortable."

"It is like a "home from home" here and the care is excellent."

"It is a lovely home and the staff make you feel welcome".

"It's just like a big family here and I enjoying staying".

"It is very positive here, with care and love being pivotal."

People should be confident that their health needs are well supported. Health assessments had been completed and these were linked to people's support plans. There were very close working relationships with the district nurse and the G.P. This meant health concerns were discussed and a plan was put in place to monitor and promote the person's health and wellbeing. Some of the comments from individuals and relatives included:

"I feel healthier and rested after I have been to stay here."

"The utmost care was given when I stayed here."

"I made a new friend when I stayed here."

We identified at the previous inspection that there were limited opportunities for people to remain active whilst receiving care. It is important for people's wellbeing that they have the opportunity to maintain and develop their interests, lead an active life and participate in a range of activities. Whilst there had been some progress in this area we felt staff could further promote activities that people were interested in. We discussed meaningful ways to do this and signposted the manager to relevant resources. We will consider progress made at the next inspection.

We expect services to benefit from a culture of continuous improvement. One way to do this is to have a service improvement plan. The provider was at the early stages of this and assured us they would be self evaluating the quality of the service against the Health and Social Care Standards, in order to make and implement a plan which improved outcomes and experiences for people. We will consider this further at the next inspection.

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 assessed that the service evidenced a "very good" standard in terms of how care and support was planned.

People who came to stay at the service did so for "short breaks". Support planning was on an electronic system and was accessible to all relevant parties. People were fully involved in identifying what supports they required prior to them coming to stay.

Individuals' support plans included information about what was important to them, their interests, preferences and significant events. Staff were knowledgeable about the information contained in support plans and we observed staff delivering care as recorded in the support plan.

This way of working made sure the right number of staff with the right skills could be deployed to meet people's needs. It also recognised that people using the service were experts in their own experiences, needs and wishes and staff should be taking the lead from them.

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
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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