

Balhousie Pitlochry Care Home Care Home Service

Bobbin Mill
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Type of inspection:
Unannounced

Completed on:
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Service provided by:
Advanced Specialist Care Limited

Service provider number:
SP2005007542

Service no:
CS2017358876

About the service

Balhousie Pitlochry care home is registered to provide care to 50 older people. The provider is Advanced Specialist Care Limited which is part of the Balhousie Care Group. This service was registered with the Care Inspectorate on 8 September 2017.

It is a modern purpose-built care home located in the Perthshire town of Pitlochry. Accommodation is located over two floors, with access to the second floor by stairs or a lift. There are five spacious and relaxing lounge/dining rooms as well as quiet rooms for residents/visitors and two activity rooms. All bedrooms have en-suite bathroom facilities and a 24 hour call system.

The provider's aim is to: "strive to capture the true essence of person-centred care and deliver the highest quality care and support to our residents."

What people told us

We spent time with people living at the care home and we also got some feedback from relatives.

People were content and reported positively on staff members. Families told us that communication with the service was generally good and that they were kept up to date. Visiting had been supported in accordance with the guidance.

Some comments were:

- 'Staff are very pleasant.'
- '...kept well informed.'
- 'Staff are bright and friendly.'
- 'During visits some staff more welcoming than others.'
- 'Balhousie Pitlochry have been really good.'

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?	3 - Adequate
How good is our staff team?	3 - Adequate
How good is our care and support during the COVID-19 pandemic?	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?

3 - Adequate

People had good relationships with their staff. We observed many kind and caring interactions between people and staff. People were comfortable with their staff.

The atmosphere within the care home was relaxed. In the lounges there was music on in the background and staff were usually available to be with people. Some people stayed in their own rooms more, staff were attentive to them too and responded promptly to any person who needed support with something.

Mealtimes were recognised as an important part of people's days. People's choices and wishes were known and each meal of the day was of high quality. This enhanced people's wellbeing.

The care home was attractive and kept clean to a high standard.

Throughout the pandemic, people were supported to keep in touch with those who were important to them. Recently, visiting has been supported in line with the 'Open with Care' guidance and people were getting visits in the care home as well as being able to go out. This enabled people to stay connected.

During the day, whilst we found the atmosphere peaceful for people, we did think there were long periods of time when too little was going on. People were not being supported to engage in activities and interests that were enjoyable or purposeful for them. We highlighted this to the management team. The service had very good activity organisers and they facilitated some enjoyable events for people. However, on a day to day basis, the general care staff as well should have opportunities to provide some activities for people. Staff could also have more knowledge about how to provide activities and about people's individual interests. The 'getting to know me' document the service has for each person is a start for this and there were other developments in relation to activities for people planned. Additionally, lower staff levels could impact on this area.

People had good care and support for their health needs. People's personal care plans contained a lot of important information and detail about their health and how best to support them. Care was provided in line with people's care plans. Appropriate and accurate recording for areas such as medication support, nutrition and people's weight happened. This all helped to ensure people stayed as well and healthy as they could be.

We saw good examples of regular contact with health professionals. The service was quick to respond to any concerns regarding a person's health and would seek suitable advice and support when necessary. People's care and support was reviewed regularly. Management had systems in place to monitor that people's care and support met their wishes and needs. People can have confidence in the service and staff.

For people's health support an area we thought could be improved was their 'end of life' care plans. These were completed in a general way and did not contain enough information about person's specific wishes and choices. We discussed with the management team and have made an area for improvement. **(See area for improvement 1)**

Areas for improvement

1. The service should improve the detail in the end of life care plans for people in the service to ensure their needs and wishes are respected should they become unwell.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I am supported to discuss significant changes in my life, including death or dying, and this is handled

sensitively' (HSCS 1.7) and 'I am fully involved in developing and reviewing my personal plan, which is always available to me.' (HSCS 2.17)

How good is our staff team?

3 - Adequate

Staff worked well together. Different staff members reported that team work was an important part of the service and we saw good communication between staff and with the managers. Staff and management had a positive attitude. Good working relationships help create a pleasant atmosphere for people experiencing care. People felt listened to and respected.

Staffing levels within the care home were variable. The management were aware that this was an important area to improve in. During our visit we mostly saw good staff levels. However, there were four areas in the care home and one of these only had one staff member present at all times with assistance available from other staff when needed. Examining previous staff rotas, we saw that the service was sometimes short and, for example for nightshifts, were providing care and support with a minimum number of staff with on call support. The service was in the process of introducing a new staffing model where senior carers had enhanced learning and then able to take on more responsibility. The service was also focussing on recruitment and seeking to ensure they have suitable staff numbers.

Overall, we assessed this area as adequate which meant strengths just outweighed the weaknesses. We will monitor this area and hope to see the steps the service are taking achieve a more satisfactory situation for staffing. This will be an important area to see progress in at our next inspection.

How good is our care and support during the COVID-19 pandemic?

4 - Good

We found the performance of the service in relation to infection control practices to support a safe and clean environment to be good. An evaluation of 'good' applies where there are more strengths than weaknesses in critical aspects of performance. During an outbreak of Covid-19, the application of strict infection control procedures is paramount to make sure people are safe.

On the days of the inspection we found the home to be clean and tidy with sufficient staff available throughout the home. Cleaning schedules and audits had been enhanced in order to increase infection control and prevention and staff were able to tell us of the adjustments they had made to their practice. Staff were aware of the need to promote social distancing which was encouraged through the careful placement of furniture. This did not restrict people from being able to sit and chat with their friends and we observed people enjoying time with others in a safe way over lunch.

We found the service had good supplies of Personal Protective Equipment (PPE) and staff knew how to access it. The PPE was situated at the entrance of the home and at many PPE stations. Staff followed good practice guidance in relation to wearing PPE and staff disposed of PPE correctly. Staff and visitors were wearing masks appropriately to reduce the risk of transmission of infection.

Staff were seen to perform hand hygiene before and after providing care to people, before tasks such as serving meals and after touching frequently touched surfaces. This reduces the risk of infection spread.

Staff had received training specific to Covid-19 and infection prevention and control. Knowledge and practice

were checked regularly through supervision and spot checks. People can be reassured that they were being cared for by staff with the correct skills and knowledge to promote their safety.

People were supported by staff members who knew them and would recognise changes in their health and wellbeing. Staff reported being supported by colleagues and management. The service was well led in response to Covid-19.

There was a good supply of cleaning equipment, products and solutions (including chlorine releasing agents) which were suitable for a range of cleaning purposes and used according to guidelines.

Laundry management and systems to collect and distribute laundry were in line with current guidance. Laundry staff were knowledgeable about the ways in which laundry could be managed to reduce risk.

Regular testing of staff for Covid-19 was in place. Visitors to the home were also being tested in line with government guidelines.

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?	3 - Adequate
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	3 - Adequate
1.3 People's health benefits from their care and support	4 - Good

How good is our staff team?	3 - Adequate
3.3 Staffing levels are right and staff work well together	3 - Adequate

How good is our care and support during the COVID-19 pandemic?	4 - Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	4 - Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	4 - Good

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