

The Haining Nursing Home Care Home Service

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Maddiston
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Type of inspection:
Unannounced

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Service provided by:
ION Care and Support Services Limited

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About the service

The Haining Nursing Home is in a Victorian villa outside the village of Maddison, near Falkirk. The building has been used as a care home for older people for many years. The service has been owned and managed by ION Care and Support Services Limited since October 2016.

The Haining provides care and support for up to 34 older people. Twenty-one people were resident in the home during the inspection visit.

The service is set within landscaped grounds and has three lounges and a dining room on the ground floor. There are bedrooms on the ground floor and first floor. The upper level of the home is accessible by a lift.

Plans to develop the building has been underway for a number of years and progress is being made.

What people told us

During the inspection, we spoke with 12 residents, 9 of whom were willing to express their views. We also gathered feedback from two families by speaking to them during the inspection. Everyone we spoke with was happy about the care and support currently provided at The Haining. They told us that staff were friendly and respectful. People said that the food was good and there were frequent activities but they would like to experience more choice in both areas

Comments received included:

- There has been good communication throughout Covid-19 and I get general updates.
- There's always something going on to brighten the day.
- I enjoy the meals but they are sometimes repetitive.
- I'd like to get outside a bit more.
- I feel happy about speaking to staff about my relative.

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 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?

4 - Good

We evaluated how well people's health and wellbeing was supported. We concluded, that this was good with some important strengths.

People experienced warm, respectful and compassionate care and were complimentary about staff working in the service. Staff offered choices throughout their day including, where they wanted to sit and where and when they wanted to eat and drink.

There was a programme of ongoing maintenance in the home and people were involved in choosing the décor and planning the schedule.

Activities were mainly in group settings, in the lounge. Some people expressed a wish to get out and about and staff were looking forward to supporting people to get out very soon. The home would benefit from introducing some training and guidance for staff on how best to link in with people's hobbies and interests when planning activities.

The service had an electronic system for care planning. We sampled this and found that relevant risk assessments were in place, but the outcomes from these were not always used to inform the care plans. Work is needed on the care plans to guide staff on how best to manage episodes of stress and distress for people. Please see area for improvement 1.

A system was in place to identify people at risk of malnutrition, however, whilst food and fluid charts were used to support this, they were not always reviewed by senior staff to make them meaningful. We observed the dining experience to be inconsistent across the two days of our visit which meant that some people did not receive the support they required on our first day. Please see area for improvement 2.

Medication records showed some gaps, which meant that it was not clear whether people were always receiving their medication as prescribed. The home would benefit from introducing a system to monitor and improve staff practice.

People were supported to maintain contact with their family and friends using mobile phones, electronic tablets, window visits and garden visits. Indoor visiting and outings were taking place in line with Scottish Government's 'Open with Care' guidance. People were supported to access relevant professionals to support their health and wellbeing.

Areas for improvement

1. The service should ensure that people's personal plans reflect all aspects of their care, including guidance if they experience stress and distress.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices". (HSCS 1.15)

2. To ensure that people can be confident that their nutrition needs are fully met, the service should ensure that:

a) People who need support with eating and drinking have a care plan that reflects their needs and that

staff are aware of individual preferences.

b) Senior staff monitor daily fluid and nutrition records for those at risk from dehydration and malnutrition.

c) Any gaps or concerns are clearly identified and any actions taken noted.

This ensures care and support is consistent with the Health and Social Care Standards, which state: "My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected." (HSCS 1.23) and "My meals and snacks meet my cultural and dietary needs, beliefs and preferences." (1.37).

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

4 - Good

We evaluated how well infection control practices support a safe environment for people experiencing care and for staff. We concluded that the service was performing at a good level.

The general environment was clean, tidy and free from any offensive odours. A schedule of work was planned that would address areas that were more difficult to clean, including flooring and handrails. Equipment throughout the home was generally clean with some attention to detail needed in toilet and bathroom areas. A system was in place to maintain cleaning throughout the day and night.

We found handwashing facilities and hand sanitiser were available throughout the home. Personal protective equipment (PPE) was readily available and staff wore appropriate PPE to keep people safe. PPE was not stored in a way to prevent contamination and the storage shelving was not included in routine cleaning. We discussed this with management during the inspection and they agreed to address this.

Quality assurance systems were in place to monitor staff practice and they had a good awareness of infection prevention and control measures. There were occasions when staff did not follow best practice with hand hygiene for themselves and for people they supported. The home would benefit from reviewing how they monitor hand hygiene practices.

The number of staff available was more than sufficient to support the care needs of people living in the home and maintain a clean environment.

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 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	5 - Very Good

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