

Balhousie St Ronans Care Home Service

1 Dalkeith Road
Dundee
DD4 6JU

Telephone: 01382 676 014

Type of inspection:
Unannounced

Completed on:
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Service provided by:
Balhousie Care Limited

Service provider number:
SP2010011109

Service no:
CS2012308787

About the service

Balhousie St Ronans is a care home for older people situated close to Dundee city centre. The service is registered to provide care for a maximum of 67 older people.

Accommodation is provided over two floors. Each lounge area has views over the dockyards and River Tay. There is a secure garden area which provides a pleasant space for people to enjoy. All rooms are en-suite and furnished to a high standard. In addition the service has a communal lounge on the ground floor where social activities are held.

The service states, 'We, the provider shall meet all of our residents' assessed needs in relation to accommodation, meals, activities, support and care, including where applicable, nursing care.'

This service registered with the Care Inspectorate on 2 October 2012

What people told us

We observed and spoke to a number of people living in Balhousie St Ronans. People were well presented and appeared to be relaxed and comfortable. We saw that people had friendships and were sociable with one another. Feedback was positive and comments included:

'She's good to me.'

'I like the afternoons at 'the bar'.

'Lunch was good.'

'I like my room.'

We also spoke to families by telephone to get their views on the service. Staff and management were praised for their care and communication - described as down-to-earth and approachable. Feedback was positive and comments included:

My Dad gets the best care we think he can get under the circumstances.

Communication is good and two-way. We can phone at any time. I think the home is absolutely fantastic.

It is always immaculate: really clean. We both need and value down-to-earth and approachable people with whom to connect.

It is very good. My Dad likes the banter.

I have to check her wardrobe when I visit, and it annoys me when clothes are put away that don't belong to her, and hers are missing.

The care home manager is lovely. She always knows who you are and who your relative is. The senior staff team who are dealing with my Dad have been great. They are just excellent.

They always phone if the GP is needed. Indeed they usually phone the GP first and then me, for which I am grateful, as the doctor is already on his way.

My mum was at a karaoke last Saturday apparently. They said she had a great time. My Dad is always on the go. He helps the nurses. They give him little jobs to do.

There were some mixed experiences regarding visiting restrictions and we also heard about the difficulties people had using technology to stay in touch when the home was closed to visitors:

Restrictions are in place. We are allowed to see him as often as we want but there are time restraints. At the moment it is a ½ hour visit. I work different shifts and sometimes what's on offer is not possible for me, or very useful. Unless I take him out to my own home the visits are time-limited. It has been difficult given the number of times the home has had to close because of Covid-19.

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?	3 - Adequate

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 found that the service was supporting people's wellbeing at a good level.

It is important that people experience warm, nurturing relationships with the staff who support them. We found a calm, relaxed atmosphere throughout the home and saw that staff supported people in a kind, caring and respectful way. Staff had enough time to spend time talking with people and supporting them at their pace. This contributed positively to people's sense of wellbeing.

Staff actions demonstrated a good understanding of the Health and Social Care Standards. This was reflected in the positive relationships they had with people. Staff clearly knew people well and took opportunities to interact and support people to maintain their sense of identity. Throughout the inspection we saw that staff were attentive and ensured that choice was promoted. This contributed to people being relaxed, content and confident in making their choices and needs known.

Mealtimes were calm and relaxed. People were sensitively encouraged and supported with their food and fluid intake. People had the support and attention that they needed to enable them to enjoy their meal. Staff made the most of every interaction to ensure a positive, enjoyable and sociable mealtime experience for people.

The service was providing regular group activities across the whole week. A highlight of the day for many people was the afternoon social gathering in the communal lounge area. People met up with friends from around the home and enjoyed music, dancing and a drink from the 'bar.' This routine was clearly very

important to some people and supported them to maintain their social and communication skills as well as contributing to their sense of wellbeing and helping to maintain mobility. We heard the excitement of the anticipation of the afternoon as well as the chatter afterwards from people talking about the fun that they had. We discussed the importance of ensuring that those who preferred not to be in a group having individual activity plans to ensure they were supported to have meaningful experiences and physical activity and the service agreed to progress this.

The service had recently reopened to visitors. Scottish Government Open with Care guidance had been progressed to support indoor visiting. People had also been supported to go outwith the home. However feedback from families revealed variations in experience and understanding of the current visiting arrangements. The service should ensure that all relatives are clear about the arrangements and continue to progress visiting in order to minimise restrictions in line with the most up to date guidance.

A good range of assessments informed support plans. These helped guide staff on how best to support people to meet their needs. Plans were reviewed and updated on a monthly basis. We found that six monthly reviews included input from their family members but did not evidence inclusion of the person's views. We discussed the importance of people having the opportunity to express their views in the way that suits them best in order for them to plan their care and support. The service agreed to further develop their approach to involvement to reflect this.

We saw that some people were involved in a monthly 'Posh Nosh' group where menus were discussed and people were able to feed back their views. This was good evidence of involvement and we suggested ways in which this could be further enhanced.

Sampling of medication stocks and records found that some of these were inaccurate. The recorded quantity did not always match what was in stock. Recording should be improved to ensure that people are being supported to take their medication safely and they are not being placed at risk of experiencing poor health outcomes (see area for improvement 1).

People were supported well to receive their medication in the way it had been prescribed for them. There was clear guidance for staff on when to administer medications that had been required on an as required basis. This helped ensure that people received their medication at a time that was right for them.

The senior team had good clinical oversight of people's health needs. This contributed positively to them being aware of changes in people's wellbeing that may require the input of a visiting professional. We saw that referrals had taken place to help ensure people experienced the most appropriate health care for them.

An evaluation of good applies to performance where there are a number of important strengths which clearly outweigh areas for improvement. The strengths have a significant positive impact on people's experiences and outcomes. Some improvements are needed to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

Areas for improvement

1. In order to ensure people's health benefits from their care and support, recording accuracy should be improved to ensure that people are being supported to take their medication safely.

This in in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

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

3 - Adequate

We evaluated how well infection control practices support a safe environment for people experiencing care and support. We found some strengths that just outweighed weaknesses resulting in an evaluation of adequate in this area of inspection.

The environment was clean with a fresh aroma which meant people could enjoy a pleasant and safe setting. Members of the domestic team were cleaning throughout the home, supported by the head housekeeper. Care equipment was mainly clean, although we did see that the underside of some bath seats were soiled which increased the risk of infection. Three servery areas required further cleaning to ensure that food and fluid items were stored and prepared in a safe environment.

Personal Protective Equipment (PPE) was stored safely and was available throughout the home. Staff were observed to use, remove and dispose of PPE correctly. Two staff members provide additional support for infection prevention and control, providing spot checks of staff practice and auditing the cleanliness of the home. Further attention to audit and overview would help to ensure that the environment was of a consistently high standard. An area for improvement is made (see area for improvement 1).

People who use care services should feel confident that staffing arrangements are responsive to their changing needs, with staff having the right skills and knowledge to improve outcomes for people. We found the service to be performing at a very good level in this area, with major strengths supporting positive outcomes for people.

Staffing levels in the home were good and this made a clear, positive difference to wellbeing outcomes for people. Staff had time to sit with people living in the home discussing recent events and past lives. Staff were visible on the day and responsive to people's needs, which meant that people received care promptly and were never rushed.

Staff were confident that they would be kept up to date with the most recent guidance and that their training needs would be met. Training courses were sourced in response to staff feedback during supervision sessions and were therefore relevant and well received. Staff practice was regularly spot checked to ensure that infection prevention and control practice was safe and correct. People described a strong management team and a supportive staff group who worked well together in a flexible way.

Areas for improvement

1. The service should develop an effective and comprehensive quality assurance system to ensure that the environment is consistently clean, safe and well maintained.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'My environment is safe and secure. (HSCS 5.17); and

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22).

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	4 - 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?	3 - Adequate
7.2 Infection control practices support a safe environment for people experiencing care and staff	3 - Adequate
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	5 - Very Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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