

Moyness Nursing Home Care Home Service

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Unannounced

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Balhousie Care Limited

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About the service

Moyness Nursing Home provides both residential and nursing care for up to 30 older people on a long-term or respite basis. The home is situated in Broughty Ferry, Dundee and is part of the Balhousie Care Group.

The premises consist of a large Victorian house and a purpose-built two storey extension set in a large garden. Movement within the home is assisted by the provision of a lift. Ramps are provided to ease access to the home and garden areas.

Moyness care home states it is, 'is a community of caring people - staff, residents and relatives alike - all working together to provide a warm, compassionate and comforting environment.

This service has been registered since October 2010.

What people told us

We spoke to a number of carers on the day in person and also by telephone. Feedback from families was generally very positive, particularly in relation to the managers and staff team.

Comments included:

Very happy with the care, they have done really well through the pandemic.

The staff have been excellent. The managers and nurses are great.

The staff have a nice manner.

I have great confidence in the manager. She is a very good communicator.

What I like is that it's not just the nursing and care staff that speak to my Mum. It's everybody. They banter with her, the gardeners and the maintenance staff, and greet her when they see her. She used to greet them when she was out and about in the past, and they always acknowledge her.

I think we've been really lucky with this home. They have done a remarkable job throughout the pandemic. It has very good leadership. The manager expects a high standard.

I'm satisfied with the care my wife gets. She seems to be kept clean and tidy and enjoys the food.

She is always very happy and in a good mood when I visit. I know she has her bad days sometimes, but it's reassuring she is so happy. I've seen video clips - she's up dancing and doing exercises. She is mingling with people more than before.

Communication is good (with staff) and two way. Communication has gradually become more difficult for mum but she knows all the staff. They have a good rapport with her. They phone me if there is anything I need to know about her wellbeing.

There was some feedback regarding technical communication difficulties for people trying to stay in contact with their relative:

Mum is quite good with Skype however the battery often dies on their I-pad so it's a bit of a hassle.

It can be quite difficult to get through to the home on the phone. They have a mobile phone for Skype calls...but the mobile phone hasn't got a good signal.

We also heard about the challenges people have had to maintain relationships during the restrictions of the pandemic

Mum used to be able to have friends visiting but it's a big ask for a fellow 90 year old to wear a mask and come for testing before being able to enter the home.

We spoke with people in the care service informally who appeared relaxed, comfortable and well presented. We hear a lot of fun and laughter while people were enjoying a variety of activities throughout the day of inspection that supported their wellbeing.

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 found that the service was performing at a good level in relation to how well they supported people's wellbeing.

It is important that people experience warm, nurturing relationships with the staff who support them. We found a calm, relaxed atmosphere throughout the home where staff supported people in a kind, caring and respectful way. We saw that staff had enough time to spend time talking with people and supporting them at a pace that suited the person.

Staff 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. 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.

The service was providing a broad range of well organised positive group activities tailored to meet people's needs. These were skilfully facilitated to enable people to join in, supporting people to make use of their skills and memories and helping them to maintain their interests and abilities. People regularly had

opportunities to be creative, to reminisce, to be physically active and to have fun. The service produced a monthly newsletter celebrating people's achievements and special occasions.

The activities programme that included monthly competitions and reminiscence themes was well planned out and evaluated. This contributed to people having meaningful experiences that helped to maintain their skills and promoted their sense of wellbeing and identity. We discussed the importance of ensuring that people who prefer not to join a group have access to activities that are meaningful to them and the service agreed to develop this further.

The home had recently reopened and Scottish Government Open with Care guidance had been progressed to support indoor visiting. People had also been supported to go outwith the home. Feedback from families regarding visiting arrangements was positive, however there appeared to be some variations in relation to families' understanding of the home's current restrictions. The service should clarify the present status with families and visitors and continue to progress implementing the guidance to ensure the least restrictive visiting arrangements possible in line with the current guidance.

A good range of assessment informed support plans that were updated on a monthly basis. These helped guide staff on how best to support people to meet their needs. Although we saw that people's representatives were involved in reviews to consider how well the service was meeting their needs, people experiencing care did not appear to be regularly involved. We discussed ways that the service could improve this to ensure that the people supported are encouraged to voice their opinions. It is important that people are involved in developing and reviewing their personal plan in the way that suits them. The service agreed to progress this.

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 was 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. Referrals were made as needed 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.

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.

People were living in a safe, well maintained, and clean environment. The design of the building made it more challenging when considering infection, prevention and control (IPC). The provider had managed this well and implemented expected IPC guidance to a high standard. In response to Covid-19, the environment had been decluttered to make it easier to clean, whilst retaining a homely feel. The environment looked and

smelt clean. All staff took the responsibility of IPC very seriously. We did observe some of the pull cords used for lights to be unclean, the manager agreed to check these and have them replaced.

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 well 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?	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	5 - Very 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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