

Hebron House Nursing Home Ltd

Care Home Service

27 Seabank Road
Nairn
IV12 4EU

Telephone: 01667 452 459

Type of inspection:
Unannounced

Completed on:
30 September 2021

Service provided by:
Hebron House Care Home

Service provider number:
SP2008010148

Service no:
CS2008189589

About the service

Hebron House Nursing Home Ltd is registered to provide care to 22 older people.

Hebron House is located in a quiet residential area of Nairn, set in its own grounds and consists of an original two storey building with extensions. The care home consists of 20 single rooms and one double room as well as several communal public rooms and lounges. Seventeen of the 21 bedrooms have en-suite toilet facilities, three of which have shower facilities. There is a passenger lift and stair access between the ground and first floor. The garden was well tended, boasting a range of colourful flower beds and there were some garden seats.

The aims and objectives of the service were to strive to provide a good, individual, home life for all the people who use the service and that they are cared for with dignity and respect, whilst maintaining their individuality at all times. To promote the need to continue with hobbies, activities and interests and to involve residents and their relatives in the care provided.

Hebron House Nursing Home Ltd was registered with the Care Inspectorate 4 April 2011.

The inspection was carried out by two inspectors from the Care Inspectorate and one inspection volunteer who supported remotely with contacting relatives.

What people told us

For this inspection we met people who lived in the care home and our inspection volunteer made telephone contact with a number of relatives.

People in the care home were relaxed and settled, and there were good relationships with staff who were supporting them.

When people spoke with the inspection volunteer they told them:

- 'I have visits of ½ to ¾ of an hour once or twice a week. The home is clean and tidy. It is always immaculate. PPE is available for visitors and worn by staff'.
- 'I don't know about that. Staff are very helpful and residents are well protected'.
- 'We are absolutely delighted with the care'.
- 'We have been asked for our views about easing restrictions. I just said I was happy for them to keep it well protected and not ease up too quickly'.
- 'There was strict adherence to guidelines with a carer present to ensure no contact was made'.
- 'They do tell me if there has been a bit of a blip'.
- 'They have been very strict and stuck to the regulations. I would love to take her out on a day like this for a wee walk down the front'.
- 'It has been well-managed during the pandemic. You could argue they have been very cautious'.
- 'Visits are once a week with all guidelines followed as regards testing etc'.
- 'Communication could be better'.
- 'It has been very restricted (visiting). I haven't seen her much'.
- 'They have got Dad doing things I couldn't have imagined he would be able to do. I can't fault them'.

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 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

How well do we support people's wellbeing was evaluated overall as adequate. This meant the strengths just outweighed weaknesses.

1.1 People experience compassion, dignity and respect was evaluated as good. This meant there were important strengths with some areas for improvement.

People experienced care from staff who treated them with compassion and respect. Warmth was observed between people and staff. Families told us the staff cared well for their loved ones. One person commented on the laughter within the home. Another relative described the staff as having 'complete dedication'. People were seen to be relaxed in their home, and the staff clearly knew them well.

Personal plans lacked detail about people's wishes, or things they wanted to achieve. Social work reviews had taken place recently, and the provider should use information gained from these reviews to update people's outcomes. Action had begun to improve this area.

1.2 People get the most out of life was evaluated as adequate. This meant the strengths just outweighed the weaknesses.

People had some structured activities to take part in. We saw people enjoying a walk in the garden with the activities coordinator, with many people choosing to sit there for a while. Garden areas were in full bloom and well cared for. People's activity plans needed more detail in them, particularly for those who preferred to be in their rooms more. Activities happened less when the activities coordinator was not on duty. People's quality of life could be improved if other members of the staff supported them to take part in activities they enjoy.

The manager (also the owner) had kept visiting restrictions in place. They were not fully following the Open with Care Guidance from the Scottish Government. These actions were well intended, but they had affected how people were connecting with their loved ones. For example, people were being encouraged to have garden visits, or to visit in the hairdressing room rather than being able to meet in the comfort of the person's bedroom. Relatives and family visited twice a week when the guidance said they should have been

able to visit more. The manager took action to change their decisions around these restrictions when we discussed this with them during the inspection (see area for improvement 1).

1.3 People's health benefits from their care and support was evaluated as adequate. This meant the strengths just outweighed the weaknesses.

Staff knew people well, and they were able to anticipate their care needs. Nursing staff were always available. Recordings mostly had good levels of detail about people's day-to-day care, and there were good health-based assessments in place. These were reviewed regularly. Falls crosses were in place to monitor falls, and there were skin integrity care plans in place.

There was one occasion when a person's health deteriorated and there was a delay in accessing medical advice. A lack of good quality recording was a potential reason for the delay (see requirement 1).

Requirements

1. By 30 October 2021, the provider must make proper arrangements to ensure that people have access to the right medical attention when this is required. To do this, the provider must:

- ensure staff make relevant referrals, or requests for assistance to other professionals in a timely manner; and
- ensure they record key information in the correct place, to support the right decisions being made at the right time.

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

'I am assessed by a qualified person, who involves other people and professionals as required' (HSCS 1.13); and

In order to comply with Regulations 4(1)(a) Welfare of users, of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Areas for improvement

1.
The provider should ensure people are supported to manage their relationships with their family, friends or partner in a way which suits their wellbeing.

The provider should follow the Scottish Government's 'Open with Care' guidance.

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

'I am supported to manage my relationships with my family, friends or partner in a way that suits my wellbeing.' (HSCS 2.18).

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

4 - Good

How good is our care and support during the Covid-19 pandemic was evaluated as good. This meant there were important strengths with some areas for improvement.

7.2 Infection control practices support a safe environment for people experiencing care and staff and 7.3 Staffing arrangements are responsive to the changing needs of people experiencing care were both evaluated as good.

A contingency plan was in place to support the service to meet people's needs safely in the event of an outbreak or staff shortage. The plan needed more information about how the service will be staffed should there be a significant shortage due to absence.

The care home was homely and comfortable. Areas within the home had been refurbished recently and there were plans for more to be done. The home was clean and tidy, and furnishings and fittings were well looked after.

Care equipment was clean, although some raised toilet seats needed more attention when deep cleaning. More attention was needed, for example there was dust on fixtures in bathrooms and showers.

Staff supported people to wash their hands at mealtimes. Opportunities may have been missed when people returned to the dining room from the toilet.

Laundry arrangements were managed safely.

Staff did not always complete the cleaning records, so there were gaps. Management did do some observations of staff practice, but this needed to be more regular. For instance, in the dining room, we observed staff not following acceptable social distancing, placing themselves and others at risk.

Staff used personal protective equipment (PPE) correctly and in line with guidance because they had been trained to do so. PPE was available throughout the care home, along with waste bins for its safe disposal.

Staff arrangements were being monitored. The depute was developing a dependency tool to help ensure the right number of staff were employed throughout the day and night to meet people's needs.

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	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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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