

## St. Ninians Care Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
28 April 2022

**Service provided by:**  
BDM Care Limited

**Service provider number:**  
SP2014012396

**Service no:**  
CS2014333391

## About the service

St Ninians Care Home is located in the town of Blairgowrie, Perthshire, and is registered to provide permanent and respite care for up to 11 older people. St Ninians sits in its own grounds with a large garden at the front of the building and an enclosed garden area at the back. Bedrooms are located on both the ground and first floor. There is an attractive lounge and dining area for people.

It is close to the town centre and local facilities.

## About the inspection

This was an unannounced inspection which took place on 26 and 27 April, 2022, between the hours of 09.30 and 16:30 both days. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with four people using the service and three family members of people
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- People living in this care home were settled and happy.
- People had formed very good relationships with their staff members.
- People's rights and wishes were known and respected.
- People kept connected to family and others who were important to them.
- People were get involved in activities both in the care home and their local community.
- Staff were safely recruited and had suitable training.
- Management had a very good overview of people's care and support.
- Leadership was clearly evident, with the service striving to provide high quality care and support to people.

## 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?	5 - Very Good
How good is our leadership?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

## 5 - Very Good

We evaluated this key question as very good. There were significant strengths in the care and support and these enabled positive outcomes for people.

People had relaxed and warm interactions with their staff. Their rights and preferences were known and respected. There were many examples of how people exercised choice and were able to spend their day in ways that suited them.

People were supported to be safe and have good health and wellbeing. Their needs and wishes were carefully considered by the service. There were very good assessments for any health conditions they had. Care and support was provided to meet these. This helped people stay well and happy. People can have confidence that the care provided was supportive and well organised.

The staff and management were responsive to any changes in health or wellbeing for a person. There were many times when a change in health for a person was identified and the service would make sure suitable follow up happened. This could, for example, involve contacting a person's GP or another health professional to get advice or input.

Arrangements were in place for regular monitoring of matters that can impact on a person's health or wellbeing. This included skin condition, weight and mobility. This kind of monitoring assisted people to keep good health as it meant any concern was identified early and was then, usually, easier to address.

People got very good support with their medication. Systems were in place to ensure that people got the medication they needed at the right time and in a way that suited them. We saw a very good example of where the medication time was safely changed so as to meet a person's wishes better. Guidance for staff about people's medication was detailed and provided clear explanations for their use. People can expect to receive person centred support at this service.

The home had a relaxed and peaceful atmosphere. People were comfortable whether spending time in the lounge or in their own room. There were opportunities to get involved in activities if a person wished to. Staff members had a nice manner that encouraged people to take part. The garden and courtyard area were also used and people went for a stroll round the garden to get some exercise and enjoy the weather. People were supported to keep physically and mentally active.

People were able to stay connected to family and other people who were important to them. This was supported well and helped people keep up the relationships that mattered the most to them. Visiting was encouraged and a flexible approach was taken to suit people. Technology was used when appropriate to aid communication and keeping in contact.

People were also able to be part of their local community. Trips to local cafes for lunch had happened and trips further afield were also being organised. This gave people the option for doing something different and some variety in their week if they wished to take part. People's mood and wellbeing can be boosted by these types of activity.

People were assisted to keep safe as there were suitable arrangements and processes to minimise the risk of infection within the care home. The service had established regular monitoring checks for infection

prevention and control (IPC) practices. There were only one or two matters needing further attention and the manager addressed these during our visit.

Housekeeping staff and care staff had access to the right equipment, including cleaning materials and personal protective equipment (PPE), for minimising infection outbreak risks. People's home was clean, attractive and, generally, very well looked after.

All staff were observed to be wearing PPE properly as required. Staff had suitable knowledge, guidance and had undertaken training on IPC. Management had systems in place to check that staff practice was safe.

## How good is our leadership?

**5 - Very Good**

We evaluated this key question as very good. There were major strengths supporting positive outcomes for people.

The management at this service had a very active overview of the care and support provided. The manager was able to regularly observe day to day support provision and staff practice. People can have confidence that the management and staff know their care and support needs and wishes.

The manager promoted a respectful culture, where people's rights were recognised and supported. Aspects of this such as people's choices, sustaining or improving their abilities, and promoting their confidence and wellbeing were apparent in the home.

Quality assurance was an ongoing activity within the service. There was a range of quality assurances, checks and monitoring. Within people's care and support folders there were various checks and monitoring systems completed so that people's health and wellbeing stayed as well as they could be. These systems helped staff be quickly aware of any changes or concerns for a person's health. This helped people get responsive and caring support for their health and wellbeing.

The manager was aware that the occasional quality assurance activity had fallen behind schedule. However, this could be reasonably explained and in time will be addressed. This could also provide an opportunity to review and assess the quality assurance activity in general.

The care home was clean, homely, bright and attractive for people. There was a very good programme of cleaning for the home and we also saw some maintenance and upkeep taking place. There were a number of audits in place to check the home was being looked after to a level people should expect and that will keep them safe. These included kitchen checks, environment checks and ones for the condition of people's bedrooms. People can be reassured that their home was well looked after.

Staff were well supported and led. There was a very good level of information and guidance for them when supporting a person. This helped them provide high quality care and support to people. Communication between management and staff worked well. Training was also carefully thought about and people were supported by staff who were skilled and knowledgeable.

Re-establishing more regular team meetings and supervision should also be beneficial.

We saw good examples of improvements being introduced to the care and support provided. One involved improving a care home medication process. Management were motivated by best practice and improvements that would enhance people's quality of life. People can be confident their wellbeing was the focus of the service.

This service was well led. People were supported in person centred way that recognised and respected their rights, wishes and needs.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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