

Ferry House Residential Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
4 May 2022

Service provided by:
Ferry House Residential Home
Committee of Management

Service provider number:
SP2003000086

Service no:
CS2003000493

About the service

Ferry House is a care home for older people located in Broughty Ferry. The home is registered by the Care Inspectorate to provide a service for up to 16 older people.

Ferry House has been operating as a care service for women since 1927. The home is operated by a non-profit making trust and is directed by a board of management.

The home can accommodate people who are independently ambulant. The service provides personal and social care, it does not provide nursing care.

Accommodation is provided on two levels and a passenger lift is available to enable access to all areas. The home has a sun lounge which overlooks the River Tay with views of the harbour and Broughty Ferry Castle. Local amenities and public transport are close by. There is a small garden area providing seating for residents to enjoy.

About the inspection

This was an unannounced inspection which took place on 29 April 2022 between 10:00am and 12:00pm. A second visit was carried out on 3 May 2022 between 09:30am and 3:30pm. The inspection was carried out by one inspector from the Care Inspectorate and was supported by an inspection volunteer coordinator. 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 eight people using the service and four families
- spoke with six staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People using the service had warm and kind interactions with staff. Staff clearly knew people well.
- People had been supported to maintain good contact with family and friends during the pandemic. The service had followed government guidance 'Open with Care'.
- Personal plans were outcome-focussed and gave a very clear view of the person and their needs.
- Infection prevention and control activities were well managed.
- The manager was proactive in her approach to quality assurance and improvement.

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 how well the service supported the wellbeing of people experiencing care and support and concluded that the performance of the service in this area was very good. We concluded that the service demonstrates major strengths, which support positive outcomes for people.

People experienced warmth, kindness and compassion from staff. Care was provided in a supportive way at people's own pace. This meant people felt confident and not rushed to do something.

The very good standard of personal care and the support provided for people to have a meaningful life was assisted by care plans that covered components of people's physical and social care needs. A range of recognised assessments had been completed by staff which enabled them to quickly detect any changes in a person's health. This meant staff could swiftly respond to meet people's needs and keep them well. People's life histories were very well documented in their personal plans. Health needs were well recorded and there was a very good level of support being provided by external health professionals. This meant that staff had a very good understanding of people's individual wishes, preferences and needs.

There was a stable staff team who knew people's needs and preferences well. That meant staff were able to recognise and respond to changes in people's wellbeing. There were good links with external health professionals. This helped to keep people well.

Medication was managed well. There was guidance available for staff on the administration of 'as required' medication. This helped ensure individuals were supported to take the right medication at the right time.

There was a relaxed atmosphere at mealtimes. Where people required help to eat and drink, staff provided this in a kind and patient manner. This meant that people were supported at a pace that suited them. People told us the quality and choice of food was really good and that they always got plenty to eat. A number of people said they very much enjoyed the home cooking and home baking they got every day.

People were supported to maintain relationships with those important to them. People spoke positively about the care home's approach to 'Open With Care' guidance and visitors were able to visit without restriction. A number of people told us how good it was to spend time with their loved ones again, get back out to the shops and start to feel normal again. There were appropriate infection prevention and control (IPC) safeguards in place. This meant individuals were protected from the risk of infection.

We found that the home was exceptionally clean and tidy throughout. Cleaning schedules and audits had been enhanced in order to increase infection prevention and control and staff were able to tell us of the adjustments they had made to their practice. 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.

We observed that staff followed the correct infection prevention and control (IPC) practices by using masks and hand sanitisers correctly. This reduces the risk of infection spread. We found that there were plentiful supplies of cleaning materials and personal protective equipment (PPE). PPE stations were located at regular intervals in the care home, along with clear instructions showing the correct use and safe disposal of PPE. The outside waste bin area was clean and tidy and the external clinical waste bins were stored in a secure area.

The service has a comprehensive prevention and protection plan and the manager uses a robust IPC audit tool. A number of people said that the care home was kept very clean and their bedrooms were always clean and tidy.

How good is our leadership?

5 - Very Good

We evaluated how good the service's leadership was and concluded that the performance of the service in this area was very good. We concluded that the service demonstrates major strengths, which support positive outcomes for people.

Relatives and people living in the home were highly complimentary about both the manager and staff group in general. One relative commented "the manager is excellent, she's always checking everything is OK." Another relative commented "the staff genuinely go above and beyond."

The manager promoted a culture of continuous improvement throughout the service. We could evidence this from the wide range of quality assurance audits that had been carried out. Audits were linked to and reflected in the service's improvement plan. Examples of audits completed included health and safety, medication, infection, prevention and control, care planning and the environment. This enabled the service to clearly identify any trends or areas for improvement quickly and could change the level of support people needed to keep them safe.

People can trust that the manager supports staff in their roles. Staff have undertaken essential training in key areas such as IPC. Staff told us that the manager regularly observed their practice and checked their IPC knowledge. We confirmed this by referring to the service's records. Staff understood their responsibilities and had good knowledge of people's health and wellbeing needs. People can have confidence that the staff who care and support them have the right training, knowledge and competence.

Relatives and staff told us that the manager was very good at communicating with them. The manager had an active presence in the home and was aware of people's needs and wishes. People told us that they valued being listened to and the impact of this was positive.

The service has a clear contingency plan in place, in the event of significant staff shortages. The service are in the process of reintroducing their home improvement plan. We considered that this plan could be enhanced, by the service, by ensuring that people living in the home and their relatives are more involved in how the service is improved and developed.

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?	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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