

Harestane Nursing Home Care Home Service

122 Harestane Road
Dundee
DD3 0NY

Telephone: 01382 833 123

Type of inspection:
Unannounced

Completed on:
22 June 2022

Service provided by:
Priority Care Group Limited

Service provider number:
SP2003000048

Service no:
CS2003010701

About the service

Harestane Nursing Home is situated in the Kirkton area of Dundee, and can accommodate up to 66 older adults; two of which, can be under the age of 50 with nursing needs. Harestane is convenient for local services and public transport.

The home is surrounded by a secure, well landscaped garden, which can be easily accessed by the people living at this service.

There is a hydro-therapy pool attached to the home, which residents can access, however, this is not regulated by the Care Inspectorate.

The mission statement of this service is:

'To assist every client with improving their quality of life, encouraging independence and allowing them to be comfortable with excellent care in the home, by providing professional care with dignity, respect and compassion.'

This service is provided by the Priority Care Group.

About the inspection

This was an unannounced inspection which took place on 21 and 22 June 2022. The inspection was carried out by two inspectors from the Care Inspectorate and supported by an inspection volunteer who telephoned relatives.

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 eight of their family members
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with two visiting professionals

Key messages

- Staff interactions with people were warm and kind
- People were not rushed
- All staff were committed to promoting social activities
- Staff demonstrated very good infection prevention and control practices
- There were sufficient numbers of staff available to achieve people's health and wellbeing outcomes
- The manager was responsive to feedback and committed to making positive improvements within the service.

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
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	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 found significant strengths in key aspects of the care provided within Harestane Nursing Home and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

People experienced kindness, warmth and compassion in the way they were supported and cared for. Care was given in a supportive and reassuring manner at people's own pace. There were good numbers of staff on duty with the appropriate skill mix to ensure that people's health and wellbeing outcomes were met. Although the service used agency staff there was a sense of continuity in the team. This meant that people were being supported by staff who they were familiar with and who took time to sit and talk to them. People told us that they felt their individual needs were well understood by the team and that they valued the care they received. One person commented 'you couldn't find better staff than here, they're the salt of the earth who will do anything for you.'

Mealtimes were well organised and provided a social opportunity for people to come together. We saw that the food was well presented, nutritious and plentiful. Snacks, including cake and fresh fruit, were offered along with a range of drinks throughout the day.

People were well supported to maintain contact with their friends and family. The home worked in line with the Scottish Government's 'Open with Care' guidance. Visiting was encouraged and a flexible approach taken to suit people. One relative told us 'I can pop in at any time and feel very safe visiting here.'

People were supported and encouraged to maintain an active life and remain part of the local community. There was an extensive range of activities for people to be involved in, both within and outside of the home. All staff were responsible for ensuring that there was a regular programme of activities in place. Activities were based on people's personal preferences, observations and feedback. There had been some recent Jubilee celebrations which people told us they had thoroughly enjoyed. We saw people being supported to enjoy the garden and participate in activities such as making cocktails, games, crafts and going out to the local supermarket. The manager encouraged a continuous review of activity provision to ensure that opportunities reflected what people wanted to do.

People benefited from regular access to relevant health professionals to support their health and wellbeing. Staff maintained good links with local health professionals and relatives told us that they were confident their loved ones health needs were always met.' We spoke to two Advanced Nurse Practitioners who visited the home during our inspection and they commented 'staff are very good at following up on any plans we put in place'.

We found that infection prevention and control procedures helped to protect people from the risk of infection. The environment was clean, tidy, uncluttered and free from any malodours. Schedules were in place to ensure that frequently touched surfaces, such as hand rails or light switches, were all cleaned at least twice daily. All equipment within the home was clean and well maintained. There were adequate stocks of personal protective equipment. Clinical waste was managed with a contract in place and we asked the manager to consider increasing the number of bins for clinical waste to ease disposal. This was implemented by the end of our inspection.

We observed that staff followed the correct infection prevention and control (IPC) practices by using masks and hand sanitisers correctly and changing regularly. This reduced the risk of infection spread.

There was a dedicated laundry worker who had a good level of knowledge which underpinned safe infection prevention and control practices for the management of linens. All clothing and linens were laundered as per best practice.

How good is our leadership? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Strong and effective leadership was provided by the manager. Staff responded well to her competent level of support and guidance.

The manager had a high level of motivation for continuous improvements in the service. Robust audit systems were used to evaluate the quality of the service provided. The manager and staff had a clear understanding about what was working well and what improvements were needed. They worked hard to make sure that the needs, outcomes and wishes of people living in the service were the focus for change.

People living in the home benefitted from a happy, well organised staff group. People told us they were supported and encouraged to give their views and raise any concerns. These were welcomed and responded to positively. This showed the service valued peoples' comments and suggestions.

Observations of staff practice was regularly carried out to assess learning and competence. Outcomes from these were discussed through team meetings, individual supervision sessions and planned training to ensure suitable levels of practice was maintained.

Staff at all levels had a strong and clear understanding of their role, including identifying and supporting improvement activities. This made sure continually improving the service was part of everyone's role.

The manager supported others to become involved in undertaking the quality assurance processes and activities. This encouraged staff personal development and promoted responsibility and accountability.

How good is our staff team? 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff were friendly, caring and encouraging when assisting people. They provided support at a level and pace suitable for the person's needs and abilities. Peoples' level of independence was encouraged and respected.

Staff were positive and enthusiastic about working in the home. They had a strong level of motivation in relation to maintaining high levels of care and support to people.

Staff were confident in their roles and were suitably supported by a range of learning opportunities. Training and development were relevant to staff learning needs and role. Training was suitable to enable staff to meet the needs of people who live in the care home. This was regularly reviewed, with new training developed as people's needs change.

There was a learning culture within the care home. This included staff being supported to use reflective practice to identify their learning needs, and challenging poor practice. Staff were confident these would be addressed.

Staff benefitted from a valuable level of management support and leadership. This included guidance and direction on dealing with unfamiliar situations and assessment of routines and their workload. This level of support strengthened staff confidence and skills.

How good is our setting?

5 - Very Good

We found significant strengths in aspects of care setting provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People living in the home all had ensuite bedrooms and were encouraged to bring in personal items. One person told us 'I have my TV and recliner in my room, pictures of my family around me and I like the new bedding I got.'

The rooms were well decorated and, from the ground floor, had access to a beautiful enclosed garden and patio area with covered gazebo and seating. There was a large decking made from non slip materials and with ramped access to the patio. We saw that the service made good use of the garden area for social events and activities.

The home had a relaxed, welcoming atmosphere and reflected the ages of people living there. Corridors were decorated with tasteful art featuring local buildings or places of interest which people from Dundee would easily recognise. The communal areas, including lounges and dining rooms all looked clean, fresh and welcoming.

The layout of the home was accessible for people to move around the floor where their bedroom was located. There were wide, open corridors which helped people who used wheelchairs. There was a lift as well as stairs that linked the upper and ground floors which people could access.

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question. This meant that there were major strengths in supporting positive outcomes for people.

People could be assured that they had a personal plan in place which included relevant risk assessments that were used to inform care plans. These were monitored on a monthly basis. There was a good level of detail to guide staff on how best to care and support each person.

Condensed summary care plans were also kept in people's rooms to provide staff with information that was relevant at the point of care. Conversation boards were also in people's rooms to ensure staff were familiar with people's likes, interests and wishes. These were all up to date and reflective of information in the main care plan.

Care reviews had not been completed as often as we would expect during the pandemic. The manager now had a plan in place to ensure these were being completed on a six monthly basis. Relatives told us that staff who attended reviews knew the person well. This meant that in depth discussions were taking place with agreement reached to ensure people's needs, wishes and expectations were fully met.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support people's health and wellbeing, the manager should improve how the care home environment and equipment is monitored, in line with current infection prevention and control good practice guidance. Cleaning and maintenance records should be properly completed and regularly checked for accuracy.

This area for improvement was made on 20 December 2021.

Action taken since then

We found that infection prevention and control procedures helped to protect people from the risk of infection. The environment was clean, tidy, uncluttered and free from any malodours. Schedules were in place to ensure that frequently touched surfaces, such as hand rails or light switches, were all cleaned at least twice daily. All equipment within the home was clean and well maintained.

This area for improvement has been met.

Previous area for improvement 2

To support people's health and wellbeing, the manager should ensure that all staff comply with current infection prevention and control good practice guidance in relation to the management of laundry and use of PPE.

This area for improvement was made on 20 December 2021.

Action taken since then

Staff followed infection prevention and control (IPC) guidance when delivering direct care and used personal protective equipment (PPE) appropriately. This helped to protect people living in the home from the risk of infection. Staff were knowledgeable about cleaning schedules and procedures in line with current guidance.

We observed that staff followed the correct infection prevention and control (IPC) practices by using masks and hand sanitisers correctly and changing regularly. This reduced the risk of infection spread.

There was a dedicated laundry worker who had a good level of knowledge which underpinned safe infection prevention and control practices for the management of linens. All clothing and linens were laundered as per best practice.

This area for improvement has been met.

Previous area for improvement 3

The service should ensure that where people require 'as required medication' for stressed and distressed behaviour, that this is provided in a planned and consistent manner.

- Support plans should be clear about the steps staff should take to support people, and what strategies are usually successful in supporting a reduction in stress and distress.
- The correct use of ABC (antecedents, behaviour, consequences) charts, that are used to understand what triggers cause stressed reactions, and interventions that support people.
- That medication is used as a last resort and that its effects are monitored and recorded.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards 4.11 which states: 'I experience high quality care and support based on relevant evidence, guidance and best practice'

and

This is in order to ensure that care and support is consistent with the Health and Social Care Standards 4.16 which states: 'I am supported and cared for by people I know so that I experience consistency and continuity.'

This area for improvement was made on 16 April 2019.

Action taken since then

The information held in peoples' care plans were clear about the steps staff should take to support people, and what strategies are usually successful to support a reduction in stress and distress. Recording of any interventions or support given by staff were clearly documented.

This area for improvement has been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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
How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
How good is our setting?	5 - Very Good
4.2 The setting promotes people's independence	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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