

Alexander Scott's Hospital Eventide Home Care Home Service

Gladstone Road
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Type of inspection:
Unannounced

Completed on:
22 July 2022

Service provided by:
Alexander Scott Hospital Eventide
Home

Service provider number:
SP2003000035

Service no:
CS2003000346

About the service

Alexander Scott's Hospital Eventide Home is a care home in the market town of Huntly. The home is registered to provide a service for up to 40 people. At the time of our inspection there were 37 people living in the home.

The care home is a grand two storey listed building and is located close to local shops and cafes, churches and bus routes. All bedrooms are for single occupancy and have en suite toilet facilities. Shared bathing and showering rooms are available on both floors. Lounges are located on both floors. The dining room is on the ground floor.

The gardens and grounds are extensive and have been beautifully landscaped.

Alexander Scott's was bequeathed to the town of Huntly and is overseen by a voluntary board of trustees. The aims of the service include 'to allow residents to live as full a life as possible'.

About the inspection

This was an unannounced inspection which took place on 15 and 21 July 2022. 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 22 people using the service and nine of their family
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People expressed very high levels of satisfaction with the quality of their life in the home.
- Confidence in the staff was high. People said the staff were kind, helpful and compassionate.
- People received the care and support that was right for them because staff knew people well.
- There were improvements to some people's independence and mobility, since they had moved into the home.
- The emotional wellbeing of people was very good because they were supported and encouraged to lead active and meaningful lives.
- Friendships had formed between people and this meant they enjoyed meaningful conversations to help them pass their day.
- People expressed pleasure at spending time outdoors. People were proud of the gardens and spoke about what the gardens meant to them.
- Upgrades to the bathing and showering facilities were phased to ensure minimal disruption to people's lives.
- The manager was visible, accessible and known by all residents. Relatives expressed high levels of satisfaction with the management of 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

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

People appeared very well. Staff knew what was important to help people look their best and retain their own sense of style and individuality.

There was real sense of companionship in the home. People had formed friendships and spent time enjoying each other's company. This helped them pass their day with meaningful conversations. People who had recently moved into the home, settled in quickly because of this culture of friendship and companionship.

People said that their day passed quickly, and they were supported to be engaged in meaningful activity. The activities programme was varied and reflective of the preferences of people. Trips out were a regular occurrence both as a one to one event, and as a group. People spoke fondly of these trips and the photographs taken helped create a memento. Staff had recognised the importance of activity in supporting people to lead meaningful and enjoyable lives.

The gardens were easy to access, with various areas of seating available. People spoke with pride about the gardens and the enjoyable time they spent outside with friends, family and others from the home. Staff had recognised the benefits accessing the outdoors had on people's health and wellbeing.

Relatives were informed of activities and events coming up in the home. This gave them the opportunity to attend the events. Relatives said that because they knew what was happening in the home, this could prompt conversations with their loved ones during visiting.

It is important for health and wellbeing of people for them to remain active. People had their walking aids at hand, and this helped them mobilise safely from area to area. Movement and physical activity were a regular activity on the planner. Two relatives said that the mobility of their loved ones had improved since moving into the home. The service was supporting people to remain well and reduce the risk of falls, through regular exercise.

It is important for people to retain skills and remain as independent as possible. There was an enablement approach to care. Staff knew what the person could do for themselves and supported them to retain these skills. This contributed to people having a sense of pride and achievement.

Confidence in the staff team was high. Staff were kind, caring and compassionate when supporting people. Time was taken to support the person at their own pace. This helped reduce anxiety.

Staff knew people very well. This meant when there was a change to how the person presented, appropriate intervention and treatment was promptly sought. This prevented a worsening to people's health. One person said that their confidence in the staff's abilities, reduced their fears and anxieties and meant 'they were in the best place to get the best care'.

It is important for health and wellbeing for people to eat well and remain hydrated. The dining experience was sociable and relaxed. The quality and selection of meals was praised. When someone's intake had

been poor, staff were responsive, and offered and encouraged nutritious snacks. This helped reduce the risk of people not eating enough to maintain their weight.

Care plans were detailed, and person-centred. When the needs of someone changed, their care documents reflected this change. This meant that staff delivered the care and support that was right for the person.

People who had additional and more complex needs had risk assessments and monitoring tools in place. This would help staff identify factors that may increase the risk to people and ensure that the necessary information was available to allied professionals.

The home was following the 'Open with Care' guidance and was fully open to visiting. Visiting was relaxed and there was a choice of where the person wanted the visit to take place. This resulted in positive visiting experiences.

Community links were good. Local groups attended the home to provide entertainment and many of the trips out, were local. The links to local food producers remained good, with much of the ingredients for meals coming from producers that people knew. The service was supporting people to remain connected to the local community.

Staff worked hard to create an environment that was homely, however, met the expected infection control standards. Compliance with protective equipment and handwashing meant that the risks of cross contamination from infections, was low.

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.

People were supported to have their say. Regular meetings took place that enabled people to hear what was going on in the service and gave them the opportunity to voice their opinions. These opinions were then used to inform any changes. This meant that people felt valued and included.

People were involved in their care reviews. This gave them the opportunity to say if their care and support was right and if any changes were needed. The service wanted people to experience care and support that was right.

Confidence in the management and staff team was high. The management team were accessible and approachable. People felt that any concern they had would be acted upon and resolved.

Quality audits were regularly undertaken. Areas such as, medication, nutrition, and infection control were assessed for compliance. Any improvements identified through these audits was then acted on. This meant that changes could be made to improve people's outcomes.

The regular auditing of care files identified any improvements needed to the content and quality of the information held on people. This helped ensure that care plans and assessments were up-to-date and reflective of the person's needs.

Environmental upgrade was included in the development plan. Upgrades to bathing and showering facilities

were planned, however, care had been taken to make these changes in a phased approach. This meant minimal disruption to people's comfort and lives.

The management team and staff were focused on continual improvement. There was a culture of learning from adverse events, such as water outage or power cuts. Detailed contingency plans were informed by the lessons learnt previously. This meant that in the event of a re-occurrence, the service would be even better prepared.

The improvement to the gardens and outdoor spaces had been included in the overall improvement plan for the home. The management and staff team had recognised the importance of the outdoors to people.

Staff knew what was important to people and what they wanted. There was an improvement focused culture in the service and the staff team were determined and committed to enhancing people's quality of life.

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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