

Thorn tree Mews Care Home Service

17 Arnothill Mews
Falkirk
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Telephone: 01324 626 090

Type of inspection:
Unannounced

Completed on:
3 November 2022

Service provided by:
Countrywide Care Homes (3) Limited

Service provider number:
SP2013012124

Service no:
CS2013319184

About the service

Thorntree Mews is a care home that is registered for 40 older people, some of whom may be living with dementia and/or a physical disability. The Provider is Country Care Homes (3) Limited.

The care home is in a residential area close to Falkirk town centre, and is near to local amenities including shops, train and bus routes.

The care home is a spacious converted period type house with accommodation on two levels. It is divided into two self-contained units, each with a lounge, dining area, other quiet areas and bedrooms. The care home has an enclosed garden at the rear and a seated area at the front.

About the inspection

This was an unannounced inspection which took place on 2 November 2022 from 07:15 to 18:30, and 3 November from 09:00 to 14:30. The inspection was carried out by two inspectors 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 17 people using the service, and five of their family/friends;
- Spoke with staff and management;
- Observed practice and daily life;
- Reviewed documents;
- Obtained feedback from visiting professionals.

Key messages

- The staff team knew residents very well and we received very good feedback about staff.
- People's health needs were well monitored and escalated to other health professionals when needed.
- Some aspects to support people living with dementia could be further developed.
- The staff team worked hard to ensure the care home was kept extremely clean.
- The management team were embracing 'Open with Care' guidance for families and friends.
- People enjoyed the meals, afternoon tea and cakes.

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?	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?

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 demonstrated the principles of the Health and Social Care Standards in their day-to-day practice, which promoted a culture of respect. There were lots of warm and friendly interactions between staff, residents and visitors. One person told us, "When I press my call bell someone always comes, day and night." Whilst another told us, "staff are excellent." A relative said, "Staff always make me feel welcome."

People benefited from regular access to relevant professionals to support their health and wellbeing. Staff had good links with local health professionals, and relatives told us that they felt their loved ones' health needs were always met. One resident told us, "I like living here." Whilst a relative said, "My relative is well looked after here."

We found that some aspects to support people living with dementia could be further developed, which we discussed with nursing staff, care staff and the management team. We found staff very receptive to our suggestions.

People were well supported to maintain contact with their family and friends as the home was working in line with the Scottish Government 'Open with Care' guidance. One person told us, "I can now visit whenever I want."

People were enabled to get the most out of life, and engage with the local community by a dedicated activity worker. There was a weekly planner that included exercises, knitting and games. There were external entertainers visiting. The care home had the use of a minibus every fortnight and/or used taxis to go on outings to the local Monday Club, barge trips, and they were going to a concert in the Town Hall this weekend.

We found that infection prevention and control procedures helped to protect people from infection. The general environment was clean, tidy and free from any offensive odours. Cleaning schedules were in place to ensure that all areas of the care home were included in the domestic staffs' routine, which ensured that no areas were missed out. People could be assured that staff were very knowledgeable in their job roles, and had received initial and refresher training.

Areas for improvement

1. The service should implement care plans for mental wellbeing as these are currently not in place. Triggers for distressed reactions should be documented alongside associated plan of action, and distraction techniques that can guide staff on how best to support the person.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15).

How good is our leadership?**4 - Good**

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People could be assured that there were systems in place to audit standards of care within the care home. We found that this included audits for key areas including medication management and infection prevention and control. The next stage of the quality assurance processes, which were needed to address any shortfalls were often unclear, therefore, this meant it was not possible to check whether identified improvements had been carried out.

People could be assured that management had a system in place to record and monitor accident and incidents, which included falls. These were audited on a monthly basis, however, the completion of follow-up documents could be more consistent to ensure no follow-up aspects were missed.

There was an overall home development plan aligned to our inspection framework. This identified what the service was doing well to meet each quality indicator and any areas that could be improved. Whilst these were identified, there was no action plan in place to ensure how these would be completed to make the development plan meaningful.

Staff supervision and annual appraisals had not taken place regularly, which meant there was a lack of formal and planned opportunities for staff to reflect with their line manager on their skills, knowledge and learning.

Feedback from staff indicated that management were very approachable and supportive, and we heard that there was very good team working, and that staff were very supportive to each other.

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 ensure safe outcomes for people, the manager should improve infection prevention and control quality assurance audits that effectively identify areas for service improvement. This should include, but is not limited to, observations of staff infection prevention and control practice, spot checks of equipment and the environment. An action plan should be developed to address any areas for improvement found.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

This area for improvement was made on 4 October 2021.

Action taken since then

Please see information under key question 1.
This area for improvement is met.

Previous area for improvement 2

To ensure safe outcomes for people, the provider should ensure that Personal Protective Equipment (PPE) can be easily accessed and disposed of close to the point of use.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My environment is safe and secure.' (HSCS 5.19).

This area for improvement was made on 25 November 2019.

Action taken since then

Please see information under key question 1.
This area for improvement is met.

Previous area for improvement 3

As part of the quality assurance process, the service should consider a wider agenda when meeting with relatives and residents that takes into account their experiences of care, and any suggestions for improvements to the service that could be made. A variety of methods should be used to gather the views of people, in particular, those who are unable to attend meetings. The Health and Social Care Standards should also be included in any planning and development of the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

This area for improvement was made on 25 November 2019.

Action taken since then

Please see information under key question 2.2.
This area for improvement is met.

Previous area for improvement 4

The service should continue to assess that there is enough staff to support people, in particular, when the needs of people change due to frailty. This can be enhanced by gathering the views of staff, residents and relatives on regular basis, alongside undertaking observations of staff supporting people throughout the home. The health and social care standards should also be considered during these assessments.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My needs are met by the right number of people.' (HSCS 3.15).

This area for improvement was made on 25 November 2019.

Action taken since then

We found that there were sufficient staff to meet the needs of people. This was reviewed monthly.
This area for improvement is met.

Previous area for improvement 5

In order to ensure meals are provided in a dignified way, and in a relaxed, calm atmosphere, the service manager should carry out a review of the dining experience for all residents, paying particular attention to the upstairs dining room.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'If I need help with eating and drinking this is carried out in a dignified way and my personal preferences are respected.' (HSCS 1.34), and which states that: 'I can enjoy unhurried snacks and mealtimes in as relaxed an atmosphere as possible.' (HSCS 1.35).

This area for improvement was made on 25 November 2019.

Action taken since then

Please see information under key question 1.

This area for improvement is met.

Previous area for improvement 6

In order to ensure that residents are protected from harm because people are alert to signs of deterioration in their mental health condition, and can respond, the service manager should ensure that all staff have the necessary skills and abilities to work in both units of the home, where they are expected to work. This should include routine training, and updated for people living with dementia and various other mental health difficulties.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing that I may be unhappy or at risk of harm.' (HSCS 3.21).

This area for improvement was made on 25 November 2019.

Action taken since then

Please see information under key question 1.

This area for improvement is met.

Previous area for improvement 7

In order to ensure residents continue to experience a high quality environment which is well looked after and well maintained, the service manager should follow a detailed and time scaled refurbishment plan, recording all areas of the home and when they will be updated. Environmental risk assessments should be reviewed and updated to consider heating and use of free standing radiators in individual rooms.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furniture and equipment.' (HSCS 5.22), and which states that: 'My environment has plenty of natural light and fresh air, and the lighting, ventilation and heating can be adjusted to meet my needs and wishes.' (HSCS 5.19).

This area for improvement was made on 25 November 2019.

Action taken since then

There were no issues around heating during the inspection.

This area for improvement had been met.

Previous area for improvement 8

The service should consider implementing care plans for mental wellbeing as these are currently not in place. Triggers for distressed reactions should be documented, alongside associated plan of action, and distraction techniques prior to any medication being given. In addition, people who have physical decline in their mobility after a fall can become more isolated and at risk of low mood, therefore, it is important to monitor this.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15).

This area for improvement was made on 25 November 2019.

Action taken since then

Please see information under key question 1.

This area for improvement is not met and repeated.

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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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