

# Bo'ness Care Home Care Home Service

11 Bridgeness Lane  
Bo'ness  
EH51 9LQ

Telephone: 01506 829 801

**Type of inspection:**  
Unannounced

**Completed on:**  
12 May 2023

**Service provided by:**  
Atlantis Medicare ( Bridgeness) Ltd

**Service provider number:**  
SP2010011082

**Service no:**  
CS2010271173

## About the service

Bo'ness Care Home is registered to provide support to 27 older people and has been registered with the Care Inspectorate since April 2011. The provider is Atlantis Medicare (Bridgeness) Ltd, an independent care and support provider.

The care home is situated in a residential area of Bo'ness, Falkirk.

The home is set over two floors and has a variety of lounges and dining areas. All bedrooms have en-suite toilet facilities with a few also having shower facilities. There are communal bathing facilities on both floors. There is large garden which is accessible and offers plenty of space for socialising with family and friends.

The service states its aim is that "whatever the need, care is delivered with patience, kindness, and understanding."

## About the inspection

This was an unannounced inspection which took place on 10, 11 and 12 May 2023. The inspection was carried out by an inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, data submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke informally with a number of people living in the service
- spoke with five relatives and friends of people who live in the service
- spoke with managers and staff from a variety of roles in the home
- observed practice and daily life
- checked infection prevention and control (IPC) procedures
- sampled care plans and a variety of other documents and recordings.

## Key messages

- Staff treated people they supported kindly and with respect
- The service had a pleasant, homely feel.
- Staff enjoyed working within the service
- Relatives told us that communication was good

## 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

In this part of the inspection report we considered three quality indicators;

**Quality Indicator: 1.1 People experience compassion, dignity and respect.**

**Quality Indicator: 1.2 People get the most out of life**

**Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support.**

We assessed the service as Very Good for all three quality indicators which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Before people came to live in the service they were assessed in order that the service could be sure their needs could be met. Consideration was given to their life story as part of this process and the service ascertained whether their needs would mesh well with people already living in the home. We saw that the service planned for people's entry into the home in a considerate and thoughtful manner so that people experienced as little stress as possible in the transition. One person told us "Staff do inform me of my relative's physical and emotional changes, and they have took the trouble to listen to me and the history of their life, so they have a good idea where some of the changes in behaviour, and emotions are rooted."

Interactions observed between people living in the service and staff were warm and respectful. Staff always knocked on people's doors before entering them. When providing intimate or personal care staff described doing so in a way that was courteous and polite. People told us that communication with the home was very good. One person told us "Communication is very good, I receive a monthly phone call, for informal chat, regardless to whether there is anything to report, they do not assume that if they don't hear from me I am therefore content, they are always courteous when they call. We also get general care home activity updates, meetings. I visit 2-3 times a week and staff are always available to chat or have private conversation. If I call them by phone it is always answered, and I have always been put in touch with the correct person to answer my question."

The home had a lifestyle leader working throughout the week, meaning there were activities most days. Activities were planned according to the calendar focusing both on culturally important events that assisted people to be oriented to time and place but also activities that linked people to their local community (where most people were from) including regular visits from the local school. Regular meetings regarding activities had started again following the pandemic and people living in the home and their relatives could be involved in this. There was a noticeboard detailing upcoming events in the foyer of the home and friends and relatives were encouraged to participate.

People enjoyed a pleasant mealtime experience. There was a good variety of food on offer at every meal. People could eat their meals where they chose, and the timing of meals was relaxed. Finger foods were available for people who desired them, including people within the home walking with purpose. People were offered a visual choice in order that they could choose what they would like to eat. Staff were very aware of people's likes and dislikes in terms of food, portion size, where they chose to eat their meals and the level of assistance they required to eat and drink well. We saw that people who required more assistance to eat received this in a timely and respectful manner.

The home had very good oversight of people's health needs. Care planning demonstrated that all aspects of people's daily living needs had been assessed and a care plan was attached. People and their relatives were involved in this to the extent that they wished to be. One person told us "The home has involved me in mum's care plan and reviews it regularly. The home keeps me up to date with anything regarding mum and if I've any problems or issues I speak to the manager who is very helpful. The staff are always very busy and do their best to involve residents in things." The service used appropriate risk assessment tools to keep people and staff safe. Care plans were reviewed six monthly in line with legislation. The service had well established links with external professionals and contacted them when necessary to ensure that people's health needs were met. One person told us "We are kept informed about mum with a monthly phone call. However if there are any issues with her health they will either speak to me when I'm in the home or give me a call to let me know about any changes in her health. My mum is very happy in the home."

### How good is our leadership?

**5 - Very Good**

In this part of the inspection report we considered one quality indicator:

#### Quality Indicator: 2.2 Quality assurance and improvement is led well

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Management had clear understanding of their role in monitoring practice and identifying, directing and supporting improvement. The service have an improvement plan in place which they are currently working towards. There were well established systems for monitoring standards of care.

The service promoted responsibility and collective leadership amongst the staff team. Staff champions had been appointed across a variety of departments within the home with the intention of continuing to develop these further. Staff were confident in their roles. Staff meetings enabled staff to share knowledge of the service and people living in it with each other. All care staff providing care contributed to care planning and recording. This meant people's care and support were consistent because people worked together well.

The service used an electronic care planning system which covered all aspects of the home. Twice daily handovers ensured that up-to-date, relevant information was communicated to staff and appropriate actions were taken as necessary. People told us communication within the home was very good and people felt they were kept up-to-date appropriately with their relatives' needs and the general life of the home. People felt confident that if an issue was to arise that it would be communicated to them and resolved. One person told us

"Communication is very good, often get updates and staff are always great to share things when we visit." The service had very good oversight of people's care in terms of accidents, incidents, falls, weight and skin integrity/wound care. This meant that they could respond to people's needs as they arose and take preventative action if necessary.

The service utilises a Resident of the Day system to support monthly review of people's plan of care and regular review of care plans and risk assessments meant that management and staff regularly evaluated people's experience within the home to ensure that they received the right care and support including as their needs changed. People told us they were involved in this process.

One person told us "They are very good at getting to know the individuals and taking the time to learn their needs. It's challenging to spend so much time one on one when there is a room full of other people you are also keeping an eye on. Our relative was in a previous home briefly and I didn't think the level of care they received there was necessarily bad but then when they got moved to Bo'ness Care Home we realised that's the level of care all people should be getting, they have been fantastic." This meant people experienced stability in their care and support from people who knew their needs, choices and wishes.

## 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

People should be confident that staff have the necessary skills to carry out all aspects of their role. The provider should ensure that all staff have completed training in infection prevention and control (IPC) and Covid-19.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 20 May 2022.**

#### Action taken since then

All staff have received training in IPC appropriate to their role. An IPC champion has been appointed to oversee staff practice in this regard, reporting directly to the manager. Regular H and S meetings and flash meetings address the importance of good practice in IPC.

#### Previous area for improvement 2

To ensure quality assurance and improvement is led well, the provider should implement a service development plan. This is in order to ensure standards of good practice are adhered to and drive improvement where necessary.

This is to ensure that care and support is consistent with the Health and Social Care Standards 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 20 May 2022.**

#### Action taken since then

The service regularly audit all relevant aspects of the service and actions arising have been transferred to the service's improvement plan.

## 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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	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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