

Ludgate House Resource Centre Care Home Service

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Type of inspection:
Unannounced

Completed on:
5 September 2023

Service provided by:
Clackmannanshire Council

Service provider number:
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CS2003011441

About the service

Ludgate House Resource Centre is a local authority service which has been registered to provide respite, short stay breaks and a short term assessment service to older people living in the Clackmannanshire area.

The premises were built in the 1960's and were originally used as a care home for older people. In 2001 the service was restructured to create a local resource centre providing respite care.

The service currently provides 24 hour care for up to a maximum of 11 older people at any time. The accommodation had been modernised to a high standard and offers a bright, homely and comfortable environment.

In response to the pandemic the service currently utilises one bedroom for staff changing. This means that the service now offer 10 en-suite bedrooms, a communal lounge, kitchen and dining facilities. There is easily accessible enclosed private gardens, which provide outdoor sitting areas as well as raised beds.

About the inspection

This was an unannounced inspection which took place on 4 September 2023 from 09:30 until 17:00. 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 7 people using the service and 4 of their families
- spoke with staff
- observed practice and daily life
- reviewed documents.

Key messages

- Staff knew people well and provided care with dignity and respect
- The service was very responsive to peoples care and support needs
- The team communicated well with people and their families
- Quality Assurances process were robust
- The service needed to improve MUST screening to support good nutrition.

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 at Ludgate House 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. Staff knew people well and relationships between people and staff were warm and friendly.

People looked well and families said that their relatives were well looked after. One relative said "we are confident that our (relative) gets good care" while another told us "my (relative) is very well looked after".

When looking at how people spent their day, we could see that there were meaningful connections between people who spent time together. This could have been better coordinated to ensure that people who were not able to plan their own day experienced meaningful engagement. Because it was a lovely day, many people were independently accessing the garden and there was plenty conversation and laughter, however one relative said that when the weather wasn't great people "spent more time in their rooms". Care plans were not clear about people's preferences and choices about how they would like to spend their day and people told us there was not much to do. When we spoke to the team about this, we were encouraged by their approach to addressing this, to improve outcomes for people staying at Ludgate House.

People could be confident that their health and social care needs were reviewed timeously because the service had developed good links and relationships with other professionals.

The management of medication followed good practice guidance and the service had a robust process to manage any medication errors.

The service supplied a range of equipment to support people who might fall, including sensor alerts and pendant alarms and the service was very responsive to alarms which meant that the risk to people had reduced.

People said there was plenty to eat and the food was okay and there was enough choice. We saw a plentiful supply of fluids throughout the inspection and there was a nice calm atmosphere at meal times. Sometimes dietary needs were unclear in care plans and the Malnutrition Universal Screening Tool (MUST) was not always kept up to date. This meant people could be at increased risk if they had an extended stay in Ludgate. A previous area for improvement about food had not been achieved (see section: Outstanding areas for improvement). We made a new area for improvement about food and nutrition (see area for improvement 1).

Areas for improvement

1. To ensure people's nutrition needs are fully met and they are supported to enjoy their meals, the service should, at a minimum:

- a) Use their screening tool, Malnutrition Universal Screening Tool (MUST) fully.
- b) Take appropriate action and regularly reassess anyone that is identified as 'at risk' of malnutrition.

c) Ensure that when people do not like the menu choice, that alternative options are varied and that a hot option is offered at breakfast.

d) Ensure that people are consulted about the meals during their stay and that the provider responds to any feedback received and takes action where needed.

This ensures care and support is consistent with the Health and Social Care Standards (HSCS), which state: 'My care and support meets my needs and is right for me.' (HSCS 1.19) and "I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning". (HSCS 1.33)

How good is our leadership?

5 - Very Good

We found significant strengths in leadership across the service and saw how these strengths supported positive outcomes for people, therefore we evaluated this key question as very good.

People and their families were confident giving feedback and raising any concerns because the team welcomed feedback and acted on any issues raised. Families said that communication from Ludgate was very good and that the staff were in regular contact about their relative. One relative told us "the staff keep in regular contact with the family".

Staff told us that the senior team were approachable and supportive. Staff had received regular supervision and said that they felt well supported.

The service had a programme of robust quality assurance activity and there were clear systems for monitoring standards of care. The team had a good understanding about what is working well and what improvements were needed. Because of this, people who used Ludgate had very good outcomes.

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 keeping people to enjoy their meals and ensure that their nutrition needs are fully met. The service should, at a minimum:

- a) Ensure that a hot option is offered at breakfast.
- b) Ensure that at least two options are offered at mealtimes for people to choose from.
- c) Ensure that alternatives offered are varied.

d) Ensure that people are consulted about the meals during their stay and that the provider responds to any feedback received.

This ensures care and support is consistent with the Health and Social Care Standards, which state: "I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning". (HSCS 1.33)

This area for improvement was made on 9 August 2022.

Action taken since then

The service had consulted with meal provider and although there was an option to heat pre cooked breakfast, this was only available twice weekly.

People had various options to choose from and alternatives were still heavily reliant on baked potatoes. We were not able to see a wide selection of feedback on the meals but people staying at Ludgate said the meals were 'okay'.

We made a new area for improvement about meals and nutrition (See KQ 1, How well do we support people's wellbeing?)

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
1.1 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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