

Balhousie Ruthven Towers Care Home Service

Abbey Road
Auchterarder
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Type of inspection:
Unannounced

Completed on:
23 October 2023

Service provided by:
Balhousie Care Limited

Service provider number:
SP2010011109

Service no:
CS2010272073

About the service

Balhousie Ruthven Towers Nursing Home is centrally located in the town of Auchterarder, Perthshire. The service is owned by Balhousie Care Group and it provides residential and nursing care on both a permanent and short term respite basis.

The home is registered to provide care for 51 residents.

The service is based over five floors in a substantial Victorian mansion house, which has been extended and adapted to provide accommodation for people requiring nursing and residential care. The building is located in its own grounds and is well maintained and accessible.

The home is close to the town centre and is near to local shops and bus routes. The service brochure states: "We understand that each individual is unique, with personal likes, dislikes, needs and wants. We therefore tailor our approach and service based entirely on each individual."

About the inspection

This was an unannounced inspection which took place on 23 October 2023. 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.

This report should be read in conjunction with the previous reports dated 24 May, 11 July, 1 August and 3 October 2023.

In making our evaluations of the service we:

- spoke with two people using the service
- spoke with three staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People living in the care home were happy and settled.
- The staff team knew the people they were caring for well.
- We observed kind, caring interactions between people living in the home and staff.
- Medication management had improved.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 19 October 2023, the provider, must ensure that medication is managed in a manner that protects the health and wellbeing of service users.

To achieve this, the provider, must:

- a) ensure that robust systems are in place to audit medication administration practices;
- b) ensure that staff administering medication are confident and competent with medication training or refresher training completed in line with their role and responsibilities; and
- c) ensure that medication records are clear, legible and completed accurately.

This is in order to comply with Regulation 3, Regulation 4(1)(a) and Regulation 4 (1)(b) and Regulation 4(1)(b) and Regulation 5(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This requirement was made on 3 October 2023.

Action taken on previous requirement

Our inspection concluded that improvements had been made with this requirement.

There was significant improvement in the recording of medication administration records.

The manager has implemented a range of quality assurance processes to monitor medication administration practices throughout the service. Senior staff completed daily checks and the management team carried out weekly audits.

Staff training had been completed and observations of staff practice to ensure competence had been undertaken and recorded by the manager.

There was less evidence of handwritten records and those that were in place were legible. Daily medication administration records were completed and signed appropriately.

Examination of the medication administration system confirmed that medication was administered as per instruction. This helped ensure individuals were supported to take the right medication at the right time.

Met - outwith timescales

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

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