

Hamnavoe House Care Home Service

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Type of inspection:
Unannounced

Completed on:
23 October 2023

Service provided by:
Orkney Islands Council

Service provider number:
SP2003001951

Service no:
CS2003009101

About the service

Hamnavoe House is registered to provide a care service to a maximum of 40 older people. The provider is Orkney Islands Council.

Hamnavoe House is a newly built care home with three units open, providing care to up to 30 older people.

People moved into Hamnavoe House from St Peter's early in 2020 when that registration became Hamnavoe House.

Each unit within Hamnavoe House provided smaller group living for up to 10 older people, with a communal lounge, with dining area and kitchen. There was good access to outdoor spaces and the service had access to a minibus for some trips away from the care home.

The service registered with the Care Inspectorate 1 April 2011.

About the inspection

This was an unannounced inspection which took place on 9 October and 10 October 2023. Feedback was provided remotely to the management team on 23 October 2023.

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 five people using the service and four of their family members
- spoke with ten staff and management
- observed practice and daily life
- reviewed documents
- spoke with four visiting professionals.

Key messages

- The staff team were committed, knew people well and supported people with respect.
- People benefited from a clean and comfortable environment that was well maintained and equipped.
- People living in the care home were supported to maintain relationships with those important to them.
- People had access to a good range of activities and local community links.
- Record keeping should be developed to demonstrate people benefit from meaningful activities.

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?	4 - 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?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. The strengths identified had a positive impact on people's experience of living in the care home.

Staff were knowledgeable about people's care and support needs. Staff responded to changes in health care needs and liaised with external health professionals. Improved communication in the service following input from some external professionals would enhance people's experiences. We were reassured that the service had recently introduced a robust handover process to improve the sharing of information. We asked the management team to monitor for improvements in this area.

There was a relaxed atmosphere at mealtimes. Where people required help to eat and drink, staff provided this in a kind and patient manner. This meant that people were supported at a pace that suited them. One person told us "Food is good, looking forward to lunchtime. ...plenty to eat, never go hungry". The whole team came together to ensure that staff were available to offer this support. Overall, healthcare monitoring charts, including nutritional charts were completed to a good standard. This offered assurance that people's health was being monitored effectively and accurate records maintained.

There was a multidisciplinary team approach to the completion of health risk assessments. Some of these were completed by external professionals. The management team planned to improve their oversight of these.

Medication was managed well, and individuals were supported to take the right medication at the right time. There was guidance available for staff on the administration of "as required" medication.

Meaningful connection and activity are important for people's health and wellbeing. People were supported to maintain relationships with those important to them. One family member told us "Staff are welcoming...can pop in anytime". The activity programme included celebrating special events, group activities, knitting, gardening/spending time in the greenhouse, exercise, visits from local school children and external events. People enjoyed these. The service used an activity champion approach. We heard some instances when due to staffing difficulties, activities could not be prioritised. Whilst we appreciate the current staff recruitment challenges experienced in the area, we asked the service to consider an additional member of staff across the service to support with this and other activities during peak times.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. The strengths identified had a positive impact on people's experience of living in the care home.

Overall, residents and relatives spoke positively about the management team and confirmed they had made a positive impact in the service.

People should benefit from a culture of continuous improvement. The service used robust and transparent quality assurance processes. A range of quality checks had been completed, including medication, communication, health and safety, infection control, documentation and short-term personal plans.

Overall, appropriate action plans had been developed where needed. Actions were delegated to designated staff and the management team followed up on progress. We asked the service to review the process of completing personal plan audits as the current practice did not always identify when there were issues. The management team agreed to this.

A service improvement plan was in place and was informed by quality audits and feedback from others. This allowed the management team to have an overview of areas for development and what had been achieved. This was used as a live document.

Accidents and incidents were monitored and analysed within the service. This provided reassurances that when things did not go to plan, the service used a lessons approach. We saw examples of this learning leading to positive changes for individuals.

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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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