

Care service inspection report

Ardenlee

Care Home Service Adults

Bullwood Road

Dunoon

PA23 7QJ

Telephone: 01369702973

Inspected by: Kevin Dale

Type of inspection: Unannounced

Inspection completed on: 27 February 2014



Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	11
4 Other information	21
5 Summary of grades	22
6 Inspection and grading history	22

Service provided by:

TC Carehome Ltd

Service provider number:

SP2003002621

Care service number:

CS2004059227

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	5	Very Good

What the service does well

Ardenlee provides a valued service to residents and relatives. The service continues to develop care planning and person centred care. Residents comment that staff are friendly and very hard working. The home has a warm and friendly atmosphere and residents were observed to be enjoying the activities.

What the service could do better

One requirement remains outstanding regarding bathing facilities and some improvement could be made in care planning for hydration and medication administration recording.

What the service has done since the last inspection

As a result of service user participation new activities had been developed and equipment purchased. Training for staff was taking place and at certain times during the day staffing had increased.

Conclusion

The management and staff have worked hard to improve the quality of service and outcomes for residents. The service should continue to work on their improvement plan to continuously improve the service.

Who did this inspection

Kevin Dale

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service, but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate

Ardenlee Care Home is situated in the West Bay area of Dunoon with views overlooking the Clyde Estuary. It is registered to provide accommodation for a maximum of 33 older people with 32 single rooms some of which can be used as double rooms. All rooms provide en-suite facilities. At the time of the inspection there were 27 residents living in the home.

The home's aims and objectives state: "Our home is run for the residents, moving into a new home need not mean the loss of dignity, privacy or independence, but rather the chance to do more with staff on hand to help."

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

This unannounced inspection took place on the 27 February 2014. During the inspection, evidence was gathered from a number of sources including:

- discussion with residents and relatives
- discussions with staff and management
- supporting evidence from the up to date self assessment
- service users' personal plans
- staff personnel files
- training records
- minutes of staff meetings
- minutes of residents' and relative meetings
- accident and incident logs
- comments and complaints logs
- risk assessment policies and procedures
- observation of staff care practices
- examination of the environment and equipment

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

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

The requirement

The provider must ensure that there is sufficient provision of bathing facilities, sluice rooms and domestic service rooms within the home.

This is in order to comply with SSI 2011/210 10(2)(a) Fitness of premises.

What the service did to meet the requirement

Requirement regarding sluice and domestic rooms had been met. See Quality Statement 2.2.

The requirement is: Not Met

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service manager. We were satisfied with the way the service manager had completed this and with relevant information they had given us for each of the headings that we grade them under.

The manager identified what they thought they did well, some areas for development and any changes they planned. The self assessment gave some indication how the people who use the service had taken part in the self assessment.

Taking the views of people using the care service into account

During the inspection we spoke with 8 residents, comments included:

"We are all doing fine."

"Staff play music that I like."

"I have taken over the garden group, the manager is super, staff treat residents with respect, some of the residents are so ill but I have no worries or concerns."

Taking carers' views into account

During the inspection we spoke with three relatives and carers, comments included:

"I am happy with my relative's care."

"The staff and quality of care is very good."

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

The service was very good at consulting and involving residents, relatives and staff. We looked at the service's own quality questionnaires, newsletter, photographs of activities, personal plans, minutes of review meetings, records of relative and residents' meetings and spoke to residents, relatives and staff.

The service had improved the content and layout of the newsletter. There was a lot of good information on the daily life of the home including residents' activities, photographs of events, profiles of residents and staff. Residents told us that they enjoyed taking part in the many varied meaningful activities and that staff always ask them for their suggestions to develop activities on an individual and group setting basis.

New menus had been introduced as a result of consultation with residents, relatives and staff. We spoke to residents about the quality of food and observed lunch being taken. Residents told us that they very much enjoyed the food and could always ask for something they liked.

Residents' care reviews were up to date and we found evidence of actions being taken as a result of care reviews.

Minutes of the "gardening group" meeting evidenced that residents were encouraged to participate and give their views on ways to develop this activity. As a result of the meetings a new green house had been purchased and a resident was responsible for caring for the indoor plants.

Areas for improvement

The service was currently performing to a very good standard and should continue to involve residents and relatives in the day-to-day operation of the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

The service was performing to a good standard in this quality statement. We spoke to residents, relatives and staff. We looked at care assessments and care plans and observed care practice.

We found that care plans were reviewed on a monthly basis by staff. Assessments for moving and handling falls and interventions to manage distressed behaviour had shown some improvement.

Care plan records noted visits from health and social work professionals and any actions including investigation being undertaken.

Staff told us that they were becoming more involved in care planning and some aspects of key working had improved. Residents were able to tell us that they had seen their care plan and were asked if they were happy with their care and ideas to improve it.

Areas for improvement

We looked at fluid intake and output charts. We noted that some residents were falling short of their identified daily target amounts of fluid intake. The service needs to develop a more robust care plan for residents who were at risk of dehydration.

We looked at medication administration records and found that not all topical applications were recorded as administered.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths

See Quality Statement 1.1 in Quality Theme 1.

Areas for improvement

See Quality Statement 1.1 in Quality Theme 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

We found that the service was performing to a good standard in this quality statement. We spoke with residents, relatives and staff, walked round the environment and looked at residents' bedrooms and inspected equipment and maintenance logs.

Residents told us that they are able to choose the decor for their room. The handyman told us that he had a schedule to refurbish and decorate residents' rooms and public areas.

We found that equipment had been regularly serviced and maintenance logs were up to date.

Residents were observed to be sitting in small groups in the lounge engaging with one and other and taking part in activities.

The manager told us that there was an action plan in place to replace corridor carpets and seating in the lounge.

We reviewed accidents and incidents, we found that the manager undertook an audit on a monthly basis and had action plans in place to reduce hazards and risk.

Areas for improvement

The general house keeping was of an acceptable standard, although we noted that some pedal bins were broken or did not have bin liners.

Several residents' bedrooms did not have name plates or pictures to assist residents to help identify their bedroom.

We found that the showers in residents' rooms were mainly being used for storage. The manager continued to look at ways to provide enhanced bathing facilities for residents. See Requirement 1.

We advised the manager that a risk assessment should be completed for the use of wheelchair ramps for the stairs on the second floor.

Grade awarded for this statement: 4 - Good

Number of requirements: 1

Number of recommendations: 0

Requirements

1. The provider must ensure that there is sufficient provision of bathing facilities within the home.

This is in order to comply with SSI 2011/210 10(2)(a) Fitness of premises.

Timescale: within six months of the publication of this report.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

See Quality Statement 1.1 in Quality Theme 1.

Areas for improvement

See Quality Statement 1.1 in Quality Theme 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

The service was performing to a good standard in this quality statement. We spoke to residents, relatives, staff and management, looked at staff training and supervision records and observed care practice.

Care staff were currently applying to register with the Scottish Social Services Council. Senior care staff who had responsibilities for administering medication had completed or were in the process of completing the SVQ unit for the administration of medicines.

Staff had recently received refresher training in moving and handling and oral hygiene. There were plans for some staff to attend adult support and protection training in March 2014. Staff supervision was taking place and staff told us this process made them more confident in their role and practice.

Areas for improvement

We noted that some newly recruited staff had not taken part in dementia training. We spoke with the manager and suggested that the "Promoting excellence in dementia" resource pack was a good training tool for all grades of staff. The manager told us that she would implement this training with staff.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

See Quality Statement 1.1 in Quality Theme 1.

Areas for improvement

See Quality Statement 1.1 in Quality Theme 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service strengths

The service was very good at involving, residents, relatives, staff and external stakeholders in assessing the quality of the service. We looked at the service's in-house questionnaires, the audit systems, staff meetings and the operational development plan. We spoke to residents, relatives and staff.

We noted that the manager had increased staff as a result of residents' increasing dependencies and needs. Staff told us that they were able to manage their workload to ensure residents' needs were being met. Staff reported that team work and morale was good.

The manager continued to progress the service improvement plan. During the inspection a representative from the Institute for Research and Innovation in Social Services was meeting with the manager to develop the Reshaping Care for Older People Agenda.

Areas for improvement

The service was currently operating to a very good standard and should continue to develop and implement effective strategies that improve the outcomes for residents.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 4 - Good	
Statement 1	5 - Very Good
Statement 3	4 - Good
Quality of Environment - 4 - Good	
Statement 1	5 - Very Good
Statement 2	4 - Good
Quality of Staffing - 4 - Good	
Statement 1	5 - Very Good
Statement 3	4 - Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
28 May 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 5 - Very Good
16 Jan 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
20 Jun 2012	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and Leadership 4 - Good

Inspection report continued

24 Nov 2011	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 4 - Good Not Assessed
23 Jun 2011	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed Not Assessed 4 - Good
26 Oct 2010	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good
23 Jun 2010	Announced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 3 - Adequate 4 - Good
12 Jan 2010	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
3 Jun 2009	Announced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
11 Nov 2008	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
30 Jul 2008	Announced	Care and support Environment Staffing Management and Leadership	3 - Adequate 2 - Weak 3 - Adequate 3 - Adequate

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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