

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: 28 May 2013



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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 and that generally the quality of the care is good.

What the service could do better

The service needs to ensure that residents' care reviews take place on a six monthly basis. The Requirement regarding adequate bathing facilities remains unmet.

What the service has done since the last inspection

The service has installed a new boiler to improve the hot water supply. The way the service seeks the views of residents, relatives and staff has improved and the systems of quality assurance are more robust and improvements can now be measured. As a result the service's grades have improved in participation and management and leadership.

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 over looking 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 24 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 28 May 2013. During the inspection, evidence was gathered from a number of sources including:

- discussion with residents and relatives
- discussions with staff
- supporting evidence from the up to date self assessment
- service user's 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

A sluice room and domestic service room had been installed, the issue with the bathing facilities remains unresolved.

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

Residents spoken with told us that they were happy living in the home and that staff were helpful and kind. Residents said that the food was good and that they had been involved in choosing menus. Some residents commented that they would like to go

out more. Four residents returned Care Standard Questionnaires, three agreed and one strongly agreed that overall they were happy with the quality of care and support they received at the home.

Taking carers' views into account

We spoke to a relative who said that they were very happy with the home and that there were no problems. One relative returned a questionnaire and agreed that overall they were happy with the quality of care their relative received at the home.

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

The in house questionnaires evidenced a good response from residents and relatives. The service had used direct quotes from residents and relatives to highlight what they did well and areas that they had to improve. Issues relating to the availability of hot water at certain times in the day, activities and quality of meals were issues that had been actioned by management. A new boiler had been installed, a review of activities had taken place, and the menus had been reviewed and new menus were currently being tested.

The service has good links with the local community, the local radio station is involved with residents in the home with residents being interviewed to reminisce about their past lives and experiences. The local school is involved in visits and concerts and there are plans for a letter writing project between the school children and residents.

We noted that the home displays many of the thank you cards in the front hall, a relative spoken with told us that the home was good and there were no problems.

Areas for improvement

We noted that some social work reviews were out of date, the depute manager was in the process of contacting the relevant social work case holder to arrange reviews and we advised that the service should hold an in house six monthly review and send the minutes to the care manager.

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

Staff told us that they are allocated tasks for individual residents on a daily basis, for example ensuring residents had sufficient fluid and food. Allocation sheets are completed each morning for these tasks.

We looked at residents' support plans and noted that health care and risk assessments were regularly reviewed and updated. We found evidence of dietitians and community nurses being consulted in the health needs of residents. Some care plans contained good information on life history and daily routines.

Residents' review records contained questions on the quality of the service and action plans.

Areas for improvement

We noted that there were three residents who had been admitted for respite or "emergency respite" care, we discussed with the manager the difference of what was respite i.e. a planned event and an emergency admission. We had concerns that a resident who was an emergency admission had not had their care reviewed to ensure their placement within the home was appropriate.

We found that some reviews of personal plans were basic and contained a date and signature only as evidence of the review. Support plans for managing difficult behaviours required to be more detailed to evaluate the effectiveness of interventions to reduce anxious or agitated behaviour.

Some Adults With Incapacity certificates were out of date and did not contain treatment plans. Risk assessments for restraint were not always signed by residents or relatives.

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

The manager and staff have further developed the sensory room on the ground floor, and work continues to make the environment more dementia friendly.

The dining room had been redecorated and new table covers had been purchased.

Residents had been involved in choosing the colours and had created collages to decorate the walls. A new boiler had been installed to improve the hot water supply and the sluice room and domestic service room were now in place.

We spoke with the handy man and reviewed the maintenance logs and accidents and incident records. We found that the handy man had a good understanding of his role and responsibilities, the maintenance logs were up to date and he had an ongoing programme of redecoration of residents' bedrooms and communal areas.

Areas for improvement

We noted that some bedrooms required redecoration and refurbishment and that some bedroom furniture was tired and would benefit from replacement. Bedroom 5 was not in use, however the storage of boxes presented a potential fire hazard. The manager stated that she would remove the boxes during the inspection.

The general house keeping was of an acceptable standard, although we noted that some pedal bins were broken, a commode in a bathroom had not been emptied and some of the laundry placed in residents' drawers was untidy.

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

The issue with inadequate bathing facilities continues, see Requirement 1.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 0

Requirements

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

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

Timescale: within two months of the publication of this report the provider should produce an action plan to provide sufficient and suitable bathing facilities within the home.

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 staff and management, looked at staff training and supervision records and observed care practice.

The manager had introduced individual continuing professional development records for each member of staff to ensure all training is recorded and evidenced as part of the requirement to be registered with the Scottish Social Services Council. Thirteen staff had attained or were in the process of undertaking a vocational qualification and the manager has regular meetings with a local training agency.

Staff told us that they had recently attended palliative care training provided by the Open University, dementia awareness provided by Unison and in house care plan training. On the day of the inspection the depute manager was delivering nutritional training to staff.

The manager had developed a training matrix which evidenced that staff had received a variety of training over the last 6 months, the manager was looking to source more robust medication administration training for staff.

Individual staff supervision meetings took place on a three monthly basis, the content and quality of the supervision experience was being developed and improved.

Areas for improvement

The service is currently performing to a good standard and should continue with the progress made in providing training and development opportunities for 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.

The manager had sent out quality questionnaires in written and pictorial format to residents, relatives and staff. The questionnaires had four quality themes for care and support, environment, staffing and management and leadership. Responses from questionnaires had been gathered and an action plan developed. The action plan identified how they were currently performing, where they wanted to be and how they were going to get there.

We found evidence of improvements in the quality of the service taking place, for example, menus had been reviewed as a result of meetings with residents and staff had better access to training opportunities.

The activity worker had met with residents as a result of the questionnaire and feedback from meetings to discuss providing smaller group activities to enable less able residents to become more engaged.

The manager holds weekly "flash" and head of service meetings to discuss any issues with the quality of the service and to review the various audit tools and checklists for the environment, laundry and kitchen/catering services.

Areas for improvement

The service is currently performing to a very good standard and should continue to build on the good work already taking place to ensure continuous improvement.

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	3 - Adequate
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
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
24 Nov 2011	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing 4 - Good Management and Leadership Not Assessed

Inspection report continued

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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