

# Ardenlee Care Home Service

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Type of inspection: Unannounced  
Inspection completed on: 8 March 2017

**Service provided by:**  
TC Carehome Ltd

**Service provider number:**  
SP2003002621

**Care service number:**  
CS2004059227

## About the service

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 30 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."

## What people told us

Residents and relatives spoken with made very positive comments about the quality of the service and the helpfulness of staff. Comments included;

"The home has nice homely feel to it, my relative likes their room and is really happy"

"I am quite happy with the staff, and would be happy to raise any concerns. The staff work really hard"

"I attend the care reviews every six months, staff ask if we are happy and ask for ways to improve the care and activities for residents to do"

"I am very happy, it is a lovely place. Staff are so kind, my relative has been happy since first came to stay"

## Self assessment

We received a 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 of how the people who use the service had taken part in the self assessment.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

We saw that residents and relatives were regularly kept up to date and involved in making decisions about living in the home through meetings, questionnaires and care reviews. Feedback about the home and staff was very positive and this included when ideas and suggestions had been implemented.

From observing interactions between residents and staff, viewing documentation, speaking with residents, relatives and staff, we found that residents' care needs were being met to a very good standard. We also saw that relevant health professionals were involved where additional advice was needed to improve the outcomes for individual residents.

The manager and staff had been working to improve the content and quality of residents care plans which made them more person centred and outcome focused. Staff spoken with told us that they were receiving training in care planning and were being encouraged to record in and review the care plans.

Staff were receiving training in Promoting excellence in caring for people with dementia. the manager had developed individual training plans for staff and improved the new staff induction programme. Some staff were undertaking promoting continence training and were looking to use this training to improve residents continence care and reduce falls at night.

Work continued to improve the quality of the environment, new carpets had been laid in the upstairs corridors, several wet floor showers had been installed in residents' bathrooms and bedrooms were being decorated. The manager had developed a refurbishment action plan which included re carpeting the main stairs and creating a further bathroom on the ground floor which would provide more choice of bathing facilities.

We checked maintenance records and equipment, we found that regular checks were taking place and the equipment was in good repair. The home was clean and free from odours.

Staff told us that morale was good and that they felt involved and engaged in the decision making in the home. They were encouraged to gain vocational qualifications and had registered with the Scottish Social Service Council.

## What the service could do better

We noted that some language used in care plans could be viewed as judgemental and not person centred. The manager told us that she would address this issue via the care plan training for staff.

We looked at the Do not attempt cardio pulmonary resuscitation forms within residents care plans and found that some were incomplete.

We discussed with the manager regarding the need to have more detailed information on residents wounds and treatment to ensure staff were aware of the on going progress of wounds.

We found that some cupboards in the corridors were unlocked and the a communal bathroom door did not have a lock.

The manager was looking to further develop senior staffs' management and leadership skills which would promote consistency and team work. We referred the manager to the Scottish Social services web site Step into Leadership resource.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
16 Mar 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
20 Feb 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
27 Feb 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
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

Date	Type	Gradings	
		Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good
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	3 - Adequate

Date	Type	Gradings	
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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