

Balhousie Dalnaglar Care Home Service

Comrie Road
Crieff
PH7 4BJ

Telephone: 01764 655231

Type of inspection: Unannounced
Inspection completed on: 15 March 2018

Service provided by:
Balhousie Care Limited

Service provider number:
SP2010011109

Care service number:
CS2010272004

About the service we inspected

Balhousie Dalnaglar provides care and support for up to 40 older people. This service may also provide respite care and short breaks.

The service is located close to the centre of Crieff. The building is a two storey Victorian building with a purpose-built extension. The home had a major refurbishment programme to upgrade all areas of the home. A newer wing was added to the premises which included 14 bedrooms with en-suite shower facilities. Residents also have the additional use of assisted bathing facilities.

The garden has been landscaped for the benefit of residents and provides a very pleasant space for residents to spend time and enjoy the spectacular views.

How we inspected the service

This inspection was a follow-up inspection where we considered the progress made to address a requirement and recommendations made at a previous inspection and following complaints made to the Care Inspectorate about the service.

We examined samples of personal support plans and associated documents such as risk assessments. The sample included plans for people who were having a short respite stay in the home and plans for people who were living in the care home on a full-time basis. We looked at a sample of daily records, personal care records and evaluations kept by staff about the care and support they provided.

We also looked at procedures for pre admission assessments for people, and systems in place to record and help manage and care for people's personal belongings. We also looked at a sample of medication records for people who were having a respite stay in the care home. We discussed our findings with the manager throughout our inspection. We found the manager to be receptive to ideas and suggestions to help improve the quality of the service for people.

Taking the views of people using the service into account

We spent time with people in the lounges and dining areas of the service and talked with some people in their rooms. We spoke informally to people and observed staff interactions with people at different times throughout each day.

People appeared relaxed and comfortable in the home and spoke positively about the support they received from staff and their contact with the manager. One person expressed they were not happy living in the care home and we discussed this with the manager during the inspection.

Taking carers' views into account

We spoke with relatives who were in the home visiting during our inspection. They provided feedback about their involvement in providing information about their relatives particular preferences and specific needs. They commented on their experience of the staff and the level of communication they have with the service. Some of their comments included:

'We have given staff background information re X's interests, behaviour and what she enjoys.'

'Good communication are able to speak to senior or manager with any concerns.'

'Staff are very friendly and supportive.'

'We are kept informed via email and telephone.'

'X likes staff, she is not unhappy and seems to have built relationships with other residents.'

'Staff are very helpful and pleasant and all appear kind.'

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

Previous requirements

Requirement 1

The provider must implement robust systems to effectively demonstrate how all residents' individual care and support needs and personal preferences are being met. This should include evidence of ongoing monitoring, and show how this is being regularly evaluated.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 No 210: 4 (1) (a) - requirement for the health welfare and safety of service users.

This requirement was made on 27 February 2018.

Action taken on previous requirement

The service had continued to work with people living in the home, their families and people involved in supporting them, to gain information about their needs, preferences, interests and hobbies. This information was then used to inform each individual's personal support plan.

The manager and staff team had worked well in updating people's support plans to more clearly detail their needs, preferences and how they liked to be supported. This helps to promote more responsive care and support in line with people's wishes and choices.

Important information had been gathered regarding particular goals people wanted to achieve. There was detail of how the staff team and others should support people to help them achieve their personal aims.

We looked at a sample of pre-admission assessments and support plans for people having respite breaks in the home. We found that further work is required to ensure current and detailed information is gathered about the person's needs, interests, and how they would like to be supported during their respite stay.

The manager was responsive to suggestions for ways to improve the quality of information gathered for people having respite stays. We also discussed ways to enhance communication and continuity of care, through providing regular feedback to relatives or a person's home support about their respite stay.

Evaluations were being recorded by staff for each area of support provided for a person. This was important in highlighting any changes which might require further action or changes to their overall support. We felt recordings could be improved to better evidence how changes noted were communicated and used to direct the care provided.

We found that there were various documents staff completed to monitor the support provided to individuals which included daily progress notes and a personal care check list. The quality and content of these recordings varied and didn't always present a clear picture of the support provided.

We discussed with the manager and staff further improvements needed to more clearly evidence how people's specific needs and preferences are being met day-to-day. We found that information in daily progress notes and the personal care check lists did not accurately demonstrate how support was being provided in line with people's stated preferences and needs.

While we found the service had made very positive progress toward meeting this requirement we feel it has not yet been fully met. We feel further work is required to improve the quality of recordings, evaluations and ongoing monitoring of people's care and support. This will help to more fully demonstrate how people's individual care and support needs and personal preferences are being met.

Not met

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

Previous recommendations

Recommendation 1

The service should continue to develop personal plans to ensure they fully reflect the preferences of individuals regarding their care and support, activities and spiritual needs. This should include accurate record keeping of support provided.

National Care Standards, Care Homes for Older People: Standard 6, Support Arrangements and Standard 17, Daily Life.

This recommendation was made on 3 January 2018.

Action taken on previous recommendation

The staff team had continued to work well with residents, their relatives and others to gather and record information about their care and support needs, including spiritual needs, their specific interests and the goals they would like to achieve. This helped to develop more personalised support for people based on their needs and choices.

Work had progressed with the activities coordinator spending time with people to get to know their specific interests and hobbies. This information was being recorded and helped to inform people's support. We discussed with the manager ways to further tailor people's support to ensure they had opportunities to take part in activity which was meaningful to them.

Records and evaluations of people's support should be improved to provide clearer evidence of the support provided to individuals. This will help to more effectively demonstrate that support being provided is in line with people's identified needs and personal choices.

We discussed this in detail with the manager and staff during the inspection. We will monitor progress with improving record keeping at our next inspection through following up on progress with meeting requirement 1.

Recommendation 2

The service should ensure that appropriate procedures are implemented for effective management of service users' personal belongings.

National Care Standards, Care Homes for Older People: Standard 16, Private Life.

This recommendation was made on 3 January 2018.

Action taken on previous recommendation

The service had procedures in place to record and maintain an inventory of people's personal belongings. The manager was also trialling a system of maintaining a photographic record of people's personal belongings on admission.

People's clothing was marked with their name and the manager had implemented new systems to help manage people's personal laundry more efficiently.

We found that inventories of people's belongings were not always dated and signed. We discussed this with the manager during the inspection. The manager was responsive to suggestions to improve the recording and monitoring of people's personal belongings, to help ensure they are properly managed and cared for.

We will monitor progress with this at our next inspection.

Recommendation 3

It is recommended that systems are further developed to effectively demonstrate all personal property returned to residents when they leave the home. This should include a check that all personal belongings are accounted for and a record of all medications (including amounts) returned.

National Care Standards, Care Homes for Older People: Standard 15, Keeping Well - Medication and Standard 16, Private Life.

This recommendation was made on 27 March 2018.

Action taken on previous recommendation

The manager was implementing new systems to ensure detailed records are kept of personal items returned to people when they leave the home. This included records of any medication returned with the amounts. This will help promote a greater focus on accountability and consistency in managing people's personal belongings.

We feel more time is needed to embed these systems and to evidence that these have been effective in ensuring people's personal belongings are accounted for and returned to them. We will follow this up at our next inspection.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
23 Nov 2017	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 4 - Good
19 Jan 2017	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
27 Jan 2017	Re-grade	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate

Date	Type	Gradings	
14 Dec 2016	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 2 - Weak
17 Aug 2016	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 3 - Adequate
18 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
15 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 4 - Good
20 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
25 Apr 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 4 - Good
20 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
8 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 3 - Adequate Not assessed 3 - Adequate

Date	Type	Gradings
21 May 2012	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
16 Jan 2012	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate
5 Dec 2011	Re-grade	Care and support 2 - Weak Environment Not assessed Staffing Not assessed Management and leadership Not assessed
23 Jun 2011	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
14 Dec 2010	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good

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