

## Stormont Lodge Care Home Service

Kirk Wynd  
Blairgowrie  
PH10 6HN

Telephone: 01250 872853

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

**Service provided by:**  
Balhousie Care Limited

**Service provider number:**  
SP2010011109

**Care service number:**  
CS2010272077

## About the service

Stormont Lodge is a care home for older people situated in Blairgowrie, Perthshire. The service is registered to provide care and support for up to 32 older people. At the time of this inspection there were 17 permanent residents and two people staying for a period of respite.

The home sits in its own grounds and has a large south-facing front garden. Accommodation is provided on two floors with access to the second floor via a lift or stairs.

Stormont Lodge aims to create a caring environment based on respect and dignity by providing a holistic approach to the care of residents.

Stormont Lodge is owned by the Balhousie Care Group.

## What people told us

Prior to the inspection we sent out a total of 23 questionnaires to service users, relatives/carers and staff. We received two completed questionnaires from service users, five from carers/relatives and three from staff. Comments in general were very positive and made reference to caring, kind and approachable staff. Relatives told us they had good communication with staff and that they were included in regular reviews of their loved ones care. Comments included:

'Overall staff are excellent.'

'Staff communicate very well and always keep me up to date.'

'There are lots of opportunities available for residents.'

'I am happy with the care.'

We did receive some comments from relatives advising that the home would benefit from re-decoration. At the time of the inspection Stormont lodge was undergoing a program of staged refurbishment and work had been completed to the main communal areas. We were able to view before and after photographs that evidenced improvements in terms of the décor and new furniture and seating that had been purchased. The front hall and reception area were next on the agenda and it should be noted that the questionnaires were returned prior to the refurbishment commencing.

There were also some comments relating to a lack of choice at meal times and the presentation of food. Since the questionnaires being returned a new chef had been recruited. During the inspection we saw residents being offered choices at meal times and appetising meals being served.

Comments received from staff were overwhelmingly positive and stated that their training needs were met, that they felt supported by the manager and their colleagues and they were confident in their role.

## Self assessment

A self-assessment was not requested this year.

## From this inspection we graded this service as:

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

## What the service does well

All residents had their own individual case file and an allocated key worker. Support plans contained relevant information in relation to residents health and wellbeing needs and how these were being met. Residents had contact with a range of appropriate professionals, and the service kept good records of communication, adopting advice and guidance as required.

We saw evidence of residents being offered choice around aspects of their care, daily routines, the lay out and furnishing of the home, social activities and menu planning. The home was undergoing staged refurbishments and residents had been involved in choosing paint colours, wallpapers and furniture resulting in a calm and homely environment.

Staff worked well together and were committed to ensuring the service provided positive outcomes for residents. Staff had a good understanding of individuals abilities and support needs and were on hand to offer support as required. We observed staff interacting and speaking to residents with dignity and respect and all staff had attended training specific to their role and the needs of individual residents.

Two members of staff acted as Dementia Ambassadors, there was a programme of continual improvement in place and staff were skilled and knowledgeable in the provision of dementia care.

A programme of events was available along with monthly bus outings and residents were involved in a range of activities that were supportive of their individual abilities and levels of independence.

The manager had a good knowledge of individual service users, what was happening on a day-to-day basis and was able to respond appropriately and sensitively to concerns. The manager was committed to supporting staff and ensuring a high standard of care, the service had a development plan in place which detailed areas for improvement over the coming year. The manager was seen as being approachable and supportive, an open door policy was in place and residents, staff and relatives felt able to discuss any concerns as they arose.

## What the service could do better

We felt that the information within residents care plans could be more person centred and give information specific to individual residents needs and outcomes. Whilst pain assessment tools were in place, these should be completed regularly and at different times. We were pleased to see that management was aware of the need to improve on information within the support plans and had introduced new paperwork and training for staff to ensure information was recorded in an individual and outcome focussed way.

The décor in the reception area and front hall way would benefit from a new carpet and repainting, we were advised that this was due to take place in the next stage of refurbishment.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 2

1. Further work is required to support plans to ensure they are person centered and contain good quality outcome focussed information.
2. Staff should ensure that all paperwork is signed and dated.

## 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
10 Oct 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
27 Aug 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
29 Jul 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
13 Aug 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
24 Jul 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
26 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed

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