

North Inch House Care Home Service

99 Hay Street
Perth
PH1 5HS

Telephone: 01738 632233

Type of inspection: Unannounced
Inspection completed on: 20 March 2018

Service provided by:
Balhousie Care Limited

Service provider number:
SP2010011109

Care service number:
CS2003009765

About the service we inspected

North Inch House is located in Perth, on the edge of North Inch Park. It is within easy access of the town centre and other amenities. The care home is registered for 78 older people. The original building, 'North Inch House' is registered for 40 older people. The newer building, separate but within the same grounds, is called 'North Grove' and is registered for 38 people with a specific diagnosis of dementia.

The North Inch House part of the care home is on one level with five areas, each catering for eight residents. Each area has a separate lounge/dining room, bathroom facilities and a small kitchen. Some bedrooms have an en-suite. There are two internal patios accessible to residents and a large function room with an informal seating area.

North Grove has two floors with lift access. This part of the home has four named units but these are currently operated as two larger units, one on each floor. Each unit has a lounge/dining areas and bathroom facilities. There is also an activity kitchen and a meeting room. The bedrooms are all en-suite and there are two small enclosed gardens.

How we inspected the service

This inspection was a follow-up inspection where we considered the progress made to address a requirement we made at our previous inspection. When considering progress, we looked at the following:

- Refurbishment project action plan for the service.
- Minutes of residents meetings.
- Minutes of staff meetings.
- Systems for reporting and tracking requested repairs.

We spent time in the service and carried out a visual inspection of the home environment. We spoke with some residents and their relatives in their rooms and within communal lounge areas (see below). We also spoke with the manager, senior staff, care assistants and activities coordinator staff who were on duty.

Taking the views of people using the service into account

We met and spoke with residents in the North Inch House building. We talked to them to gain their views on the home environment and how it was set out, furnished and equipped for their needs.

People spoke about their own rooms and how they had furnished these with personal items from home to make them more comfortable and homely. People talked about their rooms feeling quite small. They told us when they needed equipment to help support their mobility, 'this takes up a lot of room when being used, room is too wee'. We discussed this with the manager during the inspection.

Some people told us how they liked to spend time with other residents enjoying planned activities in the various lounge areas. We could see communal spaces being used for different functions such as a church service, afternoon tea, and people enjoying having a quiet time with their visitors in another lounge.

One resident talked about how the walls had been painted in the corridors with a different block of colour for each of the units. They told us they found this helpful and commented:

'I can find my way about now.'
'I am very happy, I like my room.'

Residents we spoke to were pleased that redecoration work was in progress and further refurbishment work was planned.

Taking carers' views into account

We spoke with relatives who were visiting during our inspection. They told us they found the care home was in a good location for them visiting. They found the atmosphere in the home was friendly and welcoming.

People we spoke to felt general updating of the building and interior was needed and they welcomed plans for overall redecoration and refurbishment.

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

Previous requirements

Requirement 1

The provider must ensure the environment in North Inch House is well equipped, maintained and kept in good decorative order.

In order to achieve this, the provider must:

- a) Agree and progress with redecoration and refurbishment plans for North Inch ensuring residents, their relatives and representatives views are central to the development of the environment.
- b) Provide a written refurbishment plan to the Care Inspectorate which identifies the work to be carried out and the expected timescales for this to be completed.
- c) Review systems for reporting and tracking requested repairs to ensure these are effective in ensuring essential work is being prioritised and carried out within appropriate timescales.

Timescale for completion: by 5 March 2018.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 Scottish Statutory Instruments 2011/210 Regulation 4 (1)(a) a regulation regarding the health, welfare and safety of service users.

National Care Standards, Care Homes for Older People, Standard 4: Your Environment.

This requirement was made on 12 January 2018.

Action taken on previous requirement

The service and provider had compiled a refurbishment action plan for the service and shared this along with updates with the Care Inspectorate. This set out actions required, identified those responsible for progressing actions and included timescales for progress and completion.

Areas for action included general redecoration, replacement of flooring, plumbing work, electrical work and replacement of furniture and window dressings. Another area where action had been identified as required was in replacing and repairing sections of roofing.

We noted that there was further evidence of water damage to ceiling tiles and the manager confirmed leaking from the roof in some areas had occurred. We discussed the need for roofing work to be progressed as a matter of priority and asked to be provided with an update on confirmed timescales and completion dates.

Redecorating had commenced in hallways with the entrance to each unit highlighted with a different colour. Staff told us this had led to some people being more independent in moving around the home. Further work was planned on improving signage throughout the home to further promote people's orientation, their independence and ability to move around the home.

A well equipped wet floor shower room and toilet facility was nearing completion. This had been designed and adapted with space to comfortably support people with managing their personal care and mobility needs.

We saw evidence of the refurbishment action plan being shared and discussed with residents at residents 'chit chat' meetings. Minutes of resident meetings and a copy of the refurbishment action plan were displayed on notice boards. Updates were also included in the home's newsletter. This helped to ensure residents and their visitors were kept up to date with progress and had opportunities to contribute their views on how the home could improve and develop to meet their needs.

Staff had been made aware of the action plan for the service through staff meetings, staff newsletter and a copy available in the staff office. We discussed with the manager ways to encourage further involvement of residents, families and staff to ensure their ideas and views are central in developing and improving their environment.

The service had reviewed their systems for reporting and tracking requested repairs. Staff we spoke to told us that they record any maintenance issues or repairs and these are dealt with promptly. We looked at records of requests for repairs and found requested work was being carried out within appropriate timescales.

We found that the manager and provider had made positive progress with identifying actions and commencing work required to improve the environment at North Inch House.

We feel this requirement has not yet been fully met. Further work is required to focus on prioritising and completing essential works and in confirming outstanding timescales for actions.

We will check progress with meeting this requirement through regular updates from the service manager and at our next inspection.

Not met

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

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

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

Inspection and grading history

Date	Type	Gradings
1 Dec 2017	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good
13 Mar 2017	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
4 Oct 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
6 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
25 May 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
14 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
14 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
9 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 3 - Adequate 3 - Adequate
27 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 4 - Good 3 - Adequate
24 Jun 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate Not assessed Not assessed
10 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good 4 - Good Not assessed

Date	Type	Gradings
11 Jul 2012	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
1 Mar 2012	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
5 Dec 2011	Re-grade	Care and support 2 - Weak Environment 3 - Adequate Staffing Not assessed Management and leadership Not assessed
30 Jun 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
31 Mar 2011	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
20 Jan 2011	Unannounced	Care and support 2 - Weak Environment Not assessed Staffing 2 - Weak Management and leadership Not assessed
12 May 2010	Announced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
13 Oct 2009	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good

Date	Type	Gradings	
6 May 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good
7 Sep 2009	Re-grade	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed Not assessed Not assessed
14 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 3 - Adequate
30 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 3 - Adequate 3 - Adequate

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