

Balhousie Ruthven Towers Care Home Service

Abbey Road
Auchterarder
PH3 1DN

Telephone: 01764 664192

Type of inspection: Unannounced
Inspection completed on: 24 October 2017

Service provided by:
Balhousie Care Limited

Service provider number:
SP2010011109

Care service number:
CS2010272073

About the service

Balhousesie Ruthven Towers nursing home is centrally located in the town of Auchterarder, Perthshire. The service is owned by Balhousesie Care Group and it provides residential and nursing care on both a permanent and short-term basis. It is registered to provide care for 51 residents. The home is close to the town centre and is near to local shops, train and bus routes.

The service is based in a substantial Victorian mansion-house which has been extended and adapted to provide accommodation for people requiring nursing and residential care. The building is located in its own grounds, is well maintained and accessible. At the time of the inspection the service was providing support to 41 people.

The aims of the service state that it is "committed to promoting, maintaining, restoring and protecting the client's good health and wellbeing and to provide in comfortable surroundings, the highest possible standard of care."

What people told us

Throughout this inspection we met and spoke with people living in the home. We also met with some relatives and professionals visiting people.

Prior to the inspection we received six completed Care Standards Questionnaires (CSQs) from people living in the home and seven completed CSQs were returned from relatives.

People and their relatives spoke very highly of the quality of support provided. They talked about support being provided by staff who knew them well. They told us communication with the service staff and manager was excellent.

Comments from people living at Ruthven Towers and their relatives included;

"Staff are excellent especially if I am having a down day"

"I enjoy living here, the food is very good and I get on well with the staff"

"I can't fault the staff here"

"I have choices around how I want to spend my day and staff are very responsive"

"Only thing wrong is the girls are sometimes really busy it would be better to have more staff"

"I don't complain but I know I can"

"I enjoy bingo teas at the home"

"I am happy with my care I wish to make no complaints"

"My wife is treated with care and kindness I believe she gets the best possible care"

"I believe that my mother is very well cared for. Almost without exception the staff are very kind to her and some are especially kind to her and communicate to me how she has been when I visit. I have great faith that they treat my mother with care and compassion at all times"

"I think staff ratios should be substantially increased in care homes and wages should be increased"

"Ruthven Towers has improved a great deal over the last one and a half years due to changes in management and better support for staff. The manager has been doing a good job which shows very much in all aspects of the home and this is very comforting for all"

"Very good friendly care in looking after residents, empathy and compassion I know my mum is safe"

"Manager's fantastic keeps you updated, email updates when on holiday, we feel reassured"

"Feels homely, clean, no smell"

"Staff are beyond excellent"

"Generally very happy with care"

"More accessible garden space would be beneficial"

"There are always staff around and it is easy to speak with them"

"Manager is very approachable I can speak to her whenever I need to"

"Confident speaking to manager about anything, confident it would be actioned"

"Staff got to know X really quickly and identified what was important to her"

"Staff were responsive, kind, caring even young man on front door"

We observed people enjoying taking part in various activities of their choosing. We were present during a planned visit from the local nursery school which people told us happened on a regular basis. There was lots of laughter and singing from the group with both children and adults evidently enjoying the experience. People told us they looked forward to spending time with the children and had lots of fun socialising as a group. One person commented, "very entertaining and nice to see them".

Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development plan as part of this inspection.

People living at the home and their relatives were encouraged to contribute their views and voice their aspirations for the service and how it should develop. This feedback was then used to inform and lead improvements across various areas of the service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

Ruthven Towers was performing at an excellent level in supporting people to identify and achieve their personal outcomes and goals. The service was built around understanding the specific experiences, needs and preferences of each person and how best to support them.

The service had meaningful conversations with people and their families about what was important to them. This information was used to inform the care and support they received.

Staff worked well in partnership with other professionals and were responsive to people's changing needs and wishes. People's skills and abilities were supported and encouraged, promoting their independence.

The service effectively used a range of quality assurance approaches to help identify service strengths and responded promptly to areas where the service could improve.

We were impressed with the inclusive style of the management team and their commitment to listening to the views of people in order to bring about positive change.

The service explored new and innovative ways of making sure the views and opinions of people led to changes and developments in the home. An excellent example of this was the homes annual report.

People living at Ruthven Towers and other partners brought together their ideas and aspirations for the home. The annual report showcased how these aspirations had been achieved, or were progressing. Action plans showed how people were involved in continuous evaluation and improvement.

The service understood the importance of how meaningful activities positively enhance people's wellbeing and mental health. We were very impressed with the positive approach staff took in encouraging people to identify, and access hobbies and activities of interest to them. A wide range of experiences was provided both within the care home and out and about in the local community and beyond.

These experiences made a positive difference to people's lives increasing their independence, confidence, mobility and overall sense of wellbeing.

Ruthven Towers is an extremely well run home with a management team who were committed to providing a person centred, professional service which focuses on best practice and continuous improvement.

What the service could do better

The service should continue to assess and adjust staffing levels in the service and focus on building the staff team with continued involvement of residents in the recruitment process.

The service should implement agreed changes which will ensure snacks and cold drinks are more clearly presented and accessible in lounge areas. This will help encourage residents to independently access these.

The service planned to take forward improvements around reviewing medication practice in relation to how changes to prescribed medication are recorded and communicated.

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.

Inspection and grading history

Date	Type	Gradings	
8 Nov 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
3 Mar 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
27 Nov 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
31 Mar 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
27 Jan 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
16 Dec 2014	Re-grade	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	2 - Weak
26 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
9 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
12 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
13 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed Not assessed 2 - Weak
27 Jul 2012	Re-grade	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed Not assessed 2 - Weak
15 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 4 - Good
13 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

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