

Balhousie Rumbling Bridge Care Home Service

Crook of Devon
Kinross
KY13 0PX

Telephone: 01577 840478

Type of inspection:

Unannounced

Completed on:

29 November 2018

Service provided by:

Advanced Specialist Care Limited

Service provider number:

SP2005007542

Service no:

CS2017358878

About the service

Rumbling Bridge is a care home owned by the Balhousie Care Group. The home is situated in a rural location in Perth and Kinross. The care home provides accommodation for a maximum of 23 older people. It can also accommodate up to 18 people with Huntington's disease and respite/short breaks are also provided.

Accommodation is provided on two floors and each bedroom has en suite facilities. The two units, Devon and Lendrick, are connected by a single internal lift. There is adequate parking provision. Beautiful landscaped gardens are accessed by a secure patio area for residents' use.

The manager is responsible for the supervision of staff along with the day-to-day running of the home and is supported by a depute manager.

The service aims and objectives are to create a caring environment based on respect and dignity and provide a holistic approach to the care of residents.

This service was registered with the Care Inspectorate on 7 November 2017.

What people told us

As part of our inspection we sought the opinion of people who used the service, including their friends and relatives through both questionnaires and interviews.

We had support from an inspection volunteer during this inspection. An inspection volunteer is a member of the public who has the unique experience of either being a service user themselves or being a carer of someone who uses or has used services. The inspection volunteer's role is to speak to both people using the service and their visitors to gather their views.

The feedback we received was generally positive and included:

'It's good here, I like it. I can get up and go to bed when I like.'

'The staff are very nice. The food is okay but I never know what I'm having.'

'I like to have a whisky but haven't had one for a while. It just depends who's on if I get one or not.'

'The staff here are wonderful and help me with everything.'

'I'm very happy with the service I get here and simply can't fault it. Staff will come in and chat with me in my room and I can speak to anyone if I have a problem.'

'I do worry about infection control sometimes.. My relative never leaves her room yet gets loose stools.'

'My relative is very comfortable here, she loves the food.'

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	3 - Adequate
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

3 - Adequate

People should be treated with dignity, respect and compassion. We were reassured to see a good number of sensitive interactions from both care and ancillary staff. Staff were held in high regard and we saw that they were motivated to provide care which respected people's individual needs and wishes.

The way people spend their day should promote feelings of wellbeing and purposefulness. We saw a range of activities available and people told us they particularly enjoyed visits from local nursery and school children. Photographs of outings in the home's minibus were on display, although, it was disappointing to see that residents had been taken on outings wearing their slippers. The manager agreed to rectify this immediately. Over the course of the inspection we saw that some residents had better access to activities than others. Most of the residents in Devon unit spent the day in their room. Some people told us that was their preference but others felt there wasn't enough to do. We discussed with the manager the need to record the outcome of the activities undertaken by residents. For example, how they made the resident feel and what, if any, impact there was on their wellbeing.

People should be confident that medication is administered and stored safely to promote their wellbeing. Prior to the inspection, the service had notified us of several medication errors where residents had received the wrong medicine and medication had gone missing. We carried out a full audit of the medication system and found a small number of issues that could contribute to staff making mistakes in the future. The manager agreed to take further action in relation to the medication system as a whole.

We saw evidence of regular health assessments and where a person had a health related need, this was managed appropriately. Staff had a good overview of people's health needs and consulted with the relevant healthcare professional when necessary.

We were pleased to see that staff were trained at least to 'skilled' level in the promoting excellence framework for people with dementia and the environment promoted mobility with wide corridors, good lighting, handrails and signage.

People should be able to choose suitably presented, healthy meals and snacks, including fresh fruit and vegetables. Some relatives told us they were concerned about infection control, specifically in relation to food handling. Others told us that the food, particularly for people on soft diets, did not look appetising. This meant that people weren't enjoying meal times or the food being served. A hospitality manager had recently been recruited for all of the Balhousie group homes and was present on the second day of our inspection when we noted that the quality of food being served had greatly improved. He told us that plans were in place to improve nutrition within the home, including presentation of soft dietary food. We discussed with the manager the need for all staff to have appropriate training to do their job, regardless of their role in the home and have made this an area for improvement. **(See areas for improvement 1.)**

Areas for improvement

1. In order to ensure that people receive support from suitably qualified staff, the provider must ensure that all staff receive suitable and appropriate training relevant to the job they are undertaking within the service.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

4 - Good

Assessment and care planning should reflect people's needs and wishes and we would expect that people are involved in directing their own care. At the time of our inspection, Rumbling Bridge were in the process of transferring to an electronic system for recording care plans.

We sampled plans and found that while most provided a good level of personalised detail through personal profiles and 'my stories', this was not consistent in both units. The service monitored the information in care plans, medication records and daily charts through regular audits. However, whilst the audits gave an overview of areas for improvement we saw that follow up actions to address issues varied greatly. The manager told us that quality assurance as a whole is an area for improvement.

The manager acknowledged that she was aware some plans needed to be updated and this would be addressed as care plans were transferred to the new system. We asked the service to think about how they could involve people in developing their new plans to make information even more personal and easy to understand.

Risk assessments to assess people's care needs were carried out regularly and used to inform the care plan. Regular reviews were carried out with residents and their relatives and we saw that people were encouraged to give their views on the service. People we spoke with during the inspection also told us that they felt they were listened to by staff as well as management and that any issues raised would be addressed promptly.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	3 - Adequate
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	3 - Adequate
How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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