

Balhousie Clement Park Care Home Service

4 Clement Park Place
Dundee
DD2 3JN

Telephone: 01382 610960

Type of inspection:

Unannounced

Completed on:

1 October 2018

Service provided by:

Balhousie Care Limited

Service provider number:

SP2010011109

Service no:

CS2010273694

About the service

Balhousesie Clement Park is located in the residential area Lochee area of Dundee, to the north side of Harefield Road. It is close to bus services and local shops and schools.

The home is situated over two floors and each of the four units: Discovery, Keillor, Cox and Thomson, has its own dining and lounge areas. All bedrooms are single occupancy with double wardrobes and en-suite facilities.

There is a pleasant and secure garden area to the front of the home and is accessible from the ground floor units.

What people told us

We provided 40 care standard questionnaires prior to the inspection for the manager to distribute to residents and relatives. Fourteen were returned from relatives prior to the inspection. All, except, one person stated that they either strongly agreed or agreed that they were overall happy with the quality of care their relative received at the home.

Some comments we received included:

"I do know that he is well cared for in a friendly environment".

"My sister is well cared for and it assures me she is getting quality attention".

"I have on occasion raised minor concerns re areas of my relatives care but have always had immediate action and implementation of required interventions to alleviate my anxieties".

"The environment is always improving and this is much appreciated by relatives and residents".

"Very satisfied with relatives care. He has settled in very well and is now a lot happier in his environment. Place is bright clean and homely".

"Staff are always polite and helpful. Staff work extremely hard".

"My relative is well looked after".

"Lack of staff is a problem for the carers and nurses who work extremely hard to cater for all residents' need".

"My relative seems to be settling in reasonably well. I do not know who their keyworker is and I would like feedback about his care".

"Happy with staff in care home. Do not feel there is enough activities and outings".

"I am happy with mum's care and I know that if I have any suggestions about her care I can speak to the manager and staff, and if in mums best interest changes are implemented".

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?	4 - Good
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?

4 - Good

We evaluated Balhousie Clement Park as performing at an overall good level in relation to outcomes for people experiencing care.

People should be treated with compassion, dignity and respect. Residents we spoke with told us that they had good relationships with staff and that they were offered the right level of care and support to their needs.

We observed some kind and caring interactions between staff and residents. For example when supporting people with care, staff were very reassuring and offered guidance.

Most staff were good at supporting and encouraging conversations and we observed some informal chat between some residents. However, there were some missed opportunities to involve people in discussions. Staff need to be mindful to include people with limited verbal communication in discussions and activity.

(See area for improvement one)

Care plans were not always stored securely when not in use. This is important to maintain people's privacy. The manager addressed this during the inspection process.

People should be supported to participate as part of their local community if they choose to. We heard that people had opportunities to be supported to have a good quality of life. For some this included getting out and

about in their local community. This included one person attending football matches and another enjoyed a trip to the local bingo hall. Some people commented that they would like more opportunities to get out of the home.

We saw that lunchtimes were relaxed and at a pace suitable for each person. Individual's diets were followed and people commented that the quality of food was very good. However, we asked the manager to review breakfast time to ensure that people were supported timeously as we observed some people waiting for lengthy periods of time. This was addressed during the inspection process.

Residents told us that they felt confident that if they needed health care support that staff would summon the relevant health professional.

People should be confident their medication is administered safely and their wellbeing promoted. Systems for managing medications were in place and these were mostly being followed. Topical applications were not always being signed as given and where as required medications had been administered it was not always clear that these had been monitored.

(See area for improvement two)

Areas for improvement

1. The provider should improve how staff communicate with people using the service ensuring that they promote good communication suitable to people's needs.

This is to ensure that care and support is consistent with the Health and Social Care Standard which states that 'I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention'. (HSCS 3.1)

2. The provider should ensure that medication administration records are fully completed and signed by staff administering and completing medication records.

This is to ensure care and support is consistent with the Health and Social Care Standard which states that 'Any treatment or intervention that I experience is safe and effective'. (HSCS 1.24)

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

We evaluated Balhousie Clement Park as performing at a good level in relation to the delivery of key processes (assessment and care planning).

Staff described the steps taken to assess potential new residents prior to admission, to ensure they were able to meet their needs. This included pre-admission assessment and on-going regular reviews.

Assessment and care planning should reflect people's needs and wishes, setting out how these will be met. We read a sample of care plans and associated documents. Overall, these provided essential information about their needs, however, would benefit from being reviewed. It was not always clear that residents or their relatives had been involved in the care planning process.

Some provided a good range of guidance for staff about how the person wanted their care delivered whilst others were less descriptive. Some information was conflicting with other parts of the plans.

The manager advised us that the care plan format was to be transferred to an electronic system within the next couple of months. This would be a good opportunity to review all information to ensure it is up-to-date and accurate. We will follow this up at the next inspection.

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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.