

North Argyll House Care Home Service

Bealach-an-Rìgh
Dunollie Road
Oban
PA34 5TG

Telephone: 01631 562168

Type of inspection: Unannounced
Inspection completed on: 25 April 2018

Service provided by:
North Argyll Eventide Home Association
Ltd

Service provider number:
SP2015012517

Care service number:
CS2015338261

About the service

North Argyll House is run by a local non-profit making organisation (North Argyll Eventide Home Association Ltd). The building is a large detached house situated on the edge of Oban with wonderful views over Oban Bay. The home provides single en suite accommodation with a variety of communal sitting rooms. The home has a well-tended garden which is accessible to residents and their families.

The information leaflet states that "Our aim is to provide the highest standard of care for elderly people in a comfortable and secure environment. Our residents' independence and dignity are of paramount importance to us" .

What people told us

Prior to the inspection we issued four Care Inspectorate questionnaires to people using the service and four to carers or relatives of people using the service.

We received three completed Care Inspectorate questionnaires from people using the service. All of the people who responded agreed or strongly agreed that they were very happy with the service overall. We spoke to several people using the service on a one to one basis and in small groups. People told us that they were happy with the care and the staff.

There was an inspection volunteer involved in the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer's role is to speak with people using the service being inspected and gather their views.

The inspection volunteer talked with residents and their relatives. Their comments included:

'The food is very good which is important'.

'It's a nice warm care home'.

'The service my relative receives is excellent'.

'My relative is wonderfully looked after'.

'It is very good'.

'Staff are caring and competent'.

'I don't need to wait long for staff to answer my buzzer'.

'Staff are safety conscious'.

'I feel welcomed here'.

'I am treated very well here'.

'Staff are rushed in the morning'.

'I find a lack of daily activities to use the brain'.

'More stimulation would be good'.

Self assessment

The Care Inspectorate did not request an self-assessment from service providers this year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The home had a very homely and welcoming atmosphere. The environment was clean and comfortable with soft furnishings, side tables and footstools to promote comfort. Families told us that staff were 'well trained, fun and courteous'.

People were supported to retain/make choices that suited them. People told us they could 'suit themselves' about routines. Encouraging personal preferences helped promote respect and dignity for people.

Nutritional needs were well catered for with locally sourced food which was very well cooked with choices available to suit people's tastes.

Staff supported people by assessing and evaluating their needs regularly. This told us that staff were responsive to changes in people's health and wellbeing. The staff team worked in partnership with health and social care professionals to ensure all health and wellbeing needs were met. Required risk assessments were in place with regular reviews of care. These things were important to protect the rights of vulnerable people.

Staff followed safe practice in relation to infection control and moving and assisting people. Medication management conformed to good practice with audits ensuring any issues were identified and addressed if necessary. These things were important to keep people safe and demonstrate that staff are competent in their roles.

Staff were very respectful and interacted very well with people living in the home. Support of people living with dementia was very good. Staff had put their training into practice to minimise distressed reactions in people. For example, we saw people being supported into the well maintained gardens to enjoy fresh air and exercise. Staff had been encouraged to develop in their roles and the home had a falls 'champion'. This role had been successful in increasing staff knowledge, impacting positively on practice to reduce the number of falls people had. Staff training and supervision was up to date which promoted support and professional development to ensure staff had the required skills and knowledge for their roles.

We were told by families that they 'slept well knowing their relative was living in the home'.

What the service could do better

Although very homely, some areas of the environment including the corridors were in need of maintenance and upgrading to incorporate more dementia friendly features such as directional signage. The implementation of the King's Fund Environmental audit tool would assist the service in identifying priorities for the environment.

People told us that there was a lack of stimulation at times. One person said 'Staff are caring and conscientious but more activities and stimulation would be beneficial'.

We saw an activities programme and efforts that had been made by management to increase the range and frequency of meaningful activities. Staff worked very hard to promote community engagement and to engage people in activities. We encouraged the service to continue this work in order to ensure that people's wellbeing needs are met in accordance with Health and Social Care Standards, My support, my life 1.25 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors'.

Care planning included some good detail and we discussed how embedding life story work and anticipatory care planning would further enhance care plans to promote person centred care.

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
12 May 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very 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.