

North Argyll House Care Home Service

Bealach-an-Righ
Dunollie Road
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Type of inspection:

Unannounced

Completed on:

2 May 2019

Service provided by:

North Argyll Eventide Home Association
Ltd

Service provider number:

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Service no:

CS2015338261

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

North Argyll House is a care home for older people situated on the outskirts of Oban overlooking Oban Bay. It is registered with the Care Inspectorate to provide support to 26 older people. The accommodation is on two levels, ground and first floor. Rooms are for single occupants with all having at least having toilet and wash hand basins and some rooms having shower facilities. Communal areas include lounges, dining room and accessible outside areas including gardens. The service is owned and run by North Argyll Eventide Home Association, a not-for-profit organisation with historic links to the area.

The service states, 'Our aim is to provide the highest standard of care for elderly people in a comfortable and secure environment. Our residents' independence is of paramount importance to us. Residents should be encouraged to retain a level of independence according to their abilities and wishes.'

What people told us

At the time of our inspection, the service supported 28 people. We spent time with seven residents during our visit. Seven residents completed our postal survey before our inspection. People were generally satisfied with the support they received. Comments included:

'I would not be able to do without support.'

'Excellent.'

'Staff are very good. Food is good. Lots to do.'

'I enjoy life here.'

A small number of residents were not satisfied with all aspects of the service. They told us:

'Sometimes I wear other people's clothes although mine are clearly marked.'

'Staff are always rushed.'

We met with five family members who were visiting the service. Seven family members completed our postal survey. Comments from family members included:

'She has always been well cared for, is safe and comfortable. As her memory worsens, it is a great comfort to her that many of the staff have been there for many years.'

'The care at North Argyll House is exceptional. Staff are unfailingly courteous, helpful and cheerful. I cannot commend it highly enough.'

'Would give them 4.9 out of 5.'

One family member told us that there were occasional mix ups with residents' clothing.

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?	5 - Very 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?

5 - Very Good

People enjoyed the company of staff who were patient, warm and respectful. Staff knew people well and we saw that they were responsive to them. For instance when people needed assistance going to the toilet this was done discreetly.

The service had specialised equipment in place like tracking hoists in some residents' rooms and in some toilets and bathrooms. This meant people could be assisted to move safely in their bedrooms and when being supported with bathing and toileting.

Residents and family members told us there was a great range of activities at North Argyll House. Residents told us they were encouraged to participate but staff respected their wishes if they preferred not to. During our visit we saw residents enjoying a visit from a musician and enthusiastically joining in. Residents said they enjoyed zumba classes, bingo and arts and crafts. Residents were invited to take part in the Daily Sparkle, which used newspaper articles and other materials to stimulate discussions among groups of residents. This was also used with individual residents and the service used it to create personalised materials for special events such as birthdays. This helped ensure residents were stimulated and encouraged to be active.

Health care staff had very positive views of the service. We spoke with visiting community nursing staff who told us the service worked closely with them to achieve good health outcomes for people. This included alerting health services when there were concerns. Health care staff said the service followed their guidance. This approach resulted in residents receiving effective support and treatment in areas like continence care, maintaining good skin condition and dealing with infections.

Residents may at times become upset or distressed and care services should have systems in place to support residents and staff. While the service was aware of such systems there was evidence to suggest these were not put in place at appropriate times. The service should ensure this happens. See area for improvement one.

People said they enjoyed the food provided. The food was well presented in pleasant surroundings. We saw people enjoying mealtimes with staff providing support to people who needed it and allowing others to be independent. This helped maintain people's physical abilities and meet their nutritional needs. The service gave residents a menu choice the day before they had their meals. This does not take account of residents not being able to remember their choices or changing their minds. The manager agreed to look at ways of improving this important area.

Areas for improvement

1. The service should ensure staff follow best practice when residents become distressed. This should include use of recognised processes to support residents and keep them safe.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm.' (HSCS 3.21)

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**

Support plans were well organised and kept up to date. It was clear from the support plans how staff should support people and help them achieve good . The support plans were person-centred and gave information about residents' preferences and their life experiences.

People told us that they felt listened to by the service. Family members said the service always sought their views and kept them up to date on important matters like health concerns. When care reviews took place residents and their families were involved. We could see from support plans and from speaking to people that their views were taken into account and supports were adjusted to suit changing needs. This helps ensure supports are appropriate to help people get the most out of life.

Residents benefited from staff supporting them with their medication in safe, effective ways. We saw staff were confident and competent in dealing with medications. This ensured people were supported to maintain good health. However we found that when medication errors occurred the service simply recorded the errors. This meant that important lessons were not being learned. The service should revise how it deals with medication errors with a view to ensuring lessons are learned, staff are supported and medication errors are reduced. See area for improvement one.

Areas for improvement

1. The service should introduce a revised system of dealing with medication errors. This should include what lessons have been learned and how staff are supported to learn from these lessons.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: '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).

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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very 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

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