

Care service inspection report

North Argyll House

Care Home Service Adults

Bealach-an-Righ

Connel Road

Oban

PA34 5TG

Telephone: 01631 562168

Inspected by: Kevin Dale

Type of inspection: Unannounced

Inspection completed on: 11 September 2012



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Service provided by:

North Argyll Eventide Home Association

Service provider number:

SP2003000073

Care service number:

CS2003000435

Contact details for the inspector who inspected this service:

Kevin Dale

Telephone 01631 564144

Email enquiries@careinspectorate.com

Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	4	Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

North Argyll House provides a very good quality service to residents and relatives. The home is well kept and residents and relatives make many positive comments about staff and the care provided by the service.

Staff are hard working and were observed to have a warm relationship with residents.

What the service could do better

The service should review the domestic storage and service arrangements. The participation strategy and training plan continues to be developed.

What the service has done since the last inspection

The service has improved the supervision with staff and senior staff are registered with the Scottish Social Services Council.

Conclusion

The service is performing to a very good standard and should continue to develop their quality assurance systems to continuously improve the service.

Who did this inspection

Kevin Dale

Lay assessor: Not Applicable

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

Requirements and Recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a Recommendation or Requirement.

A Recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.

A Requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a Requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

North Argyll House is run by a local non profit making organisation (North Argyll Eventide Home Association)

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 attended 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"

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

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2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

The unannounced inspection took place on the 11 September 2012 and was undertaken by Inspector Kevin Dale. During this inspection we looked at:

- The Annual Return
- The Self Assessment
- Responses from Care standard Questionnaires
- The Staffing Rota
- Discussions with residents and staff
- Individual case records including personal plans
- Menus and food choices
- Staff supervision minutes
- Staff training plan
- Staff and management meeting minutes
- Participation Strategy
- We looked at the Key worker system
- Accident and Incident reports
- Maintenance records
- Inspection of the environment and equipment

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make

during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed Self Assessment, the service told us what they did well and areas for improvement.

Taking the views of people using the care service into account

We sent 27 Care Standard questionnaires to the service for residents and 13 were returned. During the inspection we spoke with 7 residents, comments included:

"Can't fault it, food great, staff great"

"Some days bad some days good, I find staff quite nice, I was given information about the service. I feel I would be able to approach someone if I was unhappy"

"Staff give me a lot of space, a lot are very good, very nice, time flies past"

"I am going out with my family, the home pays for the entertainment"

"I am very happy indeed with the quality of care I receive in this home"

"I am very happy and settled in North Argyll House. I have been treated with the greatest of respect from all staff. No complaints. My relatives are very happy with all my care "

"Privacy - staff should knock at doors and shut them behind them. Would like more frequent baths be possible? (at the moment, there's one a week and I don't mean showers). These are minor things, at the moment I'm quite pleased with things as they are"

7 residents strongly agreed and 6 agreed that overall they were happy with the quality of care they received from the service.

Taking carers' views into account

We sent 27 Care Standards Questionnaires for relatives and carers and 16 were returned, comments included;

"Most staff are friendly and caring and I am able to talk to them if I have any issues. This is mainly non management. Lower management are approachable and take on board any issues. Higher management do not like being questioned and the slightest criticism is a no no"

"I am very happy with the care and kindness my relative receives from the staff "

"I admire the staff for their patience, skills and amazing cheerfulness in very difficult jobs"

"Overall my family and I are very pleased with the level of care provided by the care home. The staff are always attentive and cheerful when helping the clients and visitors. They have been proactive in helping us to personalise my relatives room"

"This is a care home where the staff really care in the true meaning of the word. My relative has lived here for some years and their treatment from staff at all levels has been just wonderful"

"We are all delighted that our relative has excellent care in a well run home with staff who do a fantastic job. My relative is still part of the community and is encouraged to go to their clubs when they are able. When we visit we are always made to feel welcome and feel we are visiting our relatives home. My relative is on the residents committee and knows that they can talk to their key worker or in fact any member of staff. I cannot praise the home too highly"

"The service has been exceptional in the time my relative has been staying in North Argyll House. We are very satisfied with the level of care and the exceptional support from all the staff "

"My relative is happy and likes their own company (something which can be seen as a problem by some professionals). However in this home they have a good balance of social opportunities as well as privacy and they appreciate this"

"I am very satisfied with the service and high standard of care and attention given to my relative. They are very happy and settled in the North Argyll Eventide Home and we have no complaints. The staff are always kind, caring and informative and I myself am always made to feel welcome when I visit. It appears to be a well managed home where the welfare and happiness of the residents is given priority and each resident is treated as an individual"

11 relatives and carers strongly agreed and 5 agreed that overall they were happy with the quality of care their relative received from the service.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

We found evidence of 6 monthly reviews taking place. The care review minutes contained good information on residents' health, activities and social events. Residents and relatives were encouraged to comment on the quality of the care and support and any issues arising were recorded and actioned.

We looked at residents' and relatives' meeting minutes, comments from residents and relatives were noted on the quality of meals and staff. Consultation took place on organising future events, activities and fund raising.

Minutes of staff meetings contained details of care practice and care planning issues, policies and procedures, training and infection control standards.

The service intends to involve residents in the recruitment of staff and residents had been asked if they wished to become involved in informal meetings with candidates or setting questions for interviews.

Residents and staff spoken with felt they played an active part in how the home was managed and ways to improve it.

Areas for improvement

The service had reviewed and up dated the participation strategy, plans were in place to provide training to staff to deliver the strategy.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

We looked at medication administration records and residents' care plans, we found that residents who were prescribed psychoactive medication to alter mood or reduce anxiety had their medication regularly reviewed by their GP and their psychiatrist.

We looked at the tissue viability and pressure ulcer prevention policies and procedures. The manager told us that staff would initially manage superficial wounds and contact their local community nurse for support and advice. The service has tissue viability care plan assessments which include body maps and wound grading. The manager told us that some staff had undertaken training on pressure ulcer prevention. We discussed with the manager the benefit of all staff having their training regularly updated and sign posted the best practice documents on pressure ulcer prevention and tissue viability.

The service had undertaken a care plan audit with an external consultant with the view of making care plan recording more person centred and dementia friendly.

The service uses a range of care assessment tools which informs the plan of care. We found that care plans and assessments were updated on a monthly basis by senior staff.

Observation of care practice indicated that staff took their time with residents and treated them with respect.

Care staff spoken with were knowledgeable of residents' needs, preferences and life history.

Areas for improvement

We found that most residents who lacked capacity had Adults with Incapacity section 47 certificates, however they did not have treatment plans to accompany the certificates. The manager told us that she would speak to the GPs regarding this issue.

The manager told us that all senior staff involved in medication administration would undertake the Scottish vocational qualification unit in medication administration.

The drug fridge was broken and awaiting replacement.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths

See Quality Statement 1.1 in Quality Theme 1.

Areas for improvement

See Quality Statement 1.1 in Quality Theme 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

We found maintenance records were up to date and included checking window restrictors, shower heads, water temperatures, wheel chairs and profile beds.

The fire risk assessment had been recently updated and the call system replaced.

We found accidents and incidents to be appropriately recorded and actioned.

We found the home decorated to a high standard and rooms were fresh and free from odours.

Areas for improvement

Renovation work was being undertaken to replace joists in a front sitting room.

We noted that the same room and sink was used for sluicing soiled clothing, emptying mop buckets and the storage of mops. We advised the manager that this practice increased the risk of cross infection and that alternative arrangements should be sought for the storage and use of domestic cleaning equipment. The manager identified a room on the first floor that could be used for domestic services.

See Recommendation 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The practice of using the sluice for storage and domestic services should cease and a separate room should be used for domestic services.
National Care Standards Care Homes for Older People, Standard 4.3 Your Environment

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

See Quality Statement 1.1 in Quality Theme 1.

Areas for improvement

See Quality Statement 1.1 in Quality Theme 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

We looked at staff training files and planned training events for 2012. Staff had undertaken moving and handling refresher training, medication administration, Parkinson's awareness and challenging behaviour. One member of staff had attended dementia training at Stirling University.

We found evidence of staff undertaking vocational qualifications in care and all senior staff were attending supervision and appraisal training.

New staff undertake a 2 week induction training and are on probation for a period of 3 months.

Staff spoken with were knowledgeable of best practice and their responsibilities under the SSSC Codes of Practice.

Areas for improvement

The manager told us that she was currently updating the training plan and staff were being asked what training topics should be included in the training plan.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

See Quality Statement 1.1 in Quality Theme 1.

Areas for improvement

See Quality Statement 1.1 in Quality Theme 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service strengths

The services' policies and procedures had been reviewed and updated in May 2012.

All senior staff had been registered with the Scottish Social Services Council.

The service sends out quality assurance questionnaires to residents and relatives.

The service undertakes quality assurance audits on a yearly basis.

Areas for improvement

The service should continue to implement the quality assurance systems to ensure continuous improvement and organisational development.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - 4 - Good	
Statement 1	5 - Very Good
Statement 2	4 - Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings	
14 Dec 2011	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	Not Assessed
19 Jan 2011	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
27 Jul 2010	Announced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	5 - Very Good

Inspection report continued

10 Feb 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good Not Assessed
4 Jun 2009	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good
20 Jan 2009	Unannounced	Care and support Environment Staffing Management and Leadership	Not Assessed Not Assessed Not Assessed 4 - Good
10 Jul 2008	Announced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 3 - Adequate

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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Translations and alternative formats

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Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com