

# Balhouses Luncarty Care Home Care Home Service

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**Type of inspection:**

Unannounced

**Completed on:**

7 August 2019

**Service provided by:**

Balhouses Care Limited

**Service provider number:**

SP2010011109

**Service no:**

CS2010272017

## About the service

Balhousie Luncarty Care Home is part of the Balhousie Care Group. The manager of the service is responsible for the daily operations of the service and the supervision of staff.

Accommodation is provided for 32 older people with places for eight service users within a specialist dementia unit.

The accommodation comprises of ten bedrooms on the ground floor, seven of which are within the dementia unit. Five bedrooms are situated on level one and the remaining bedrooms are located on the second floor. A passenger lift is installed and provides access to the upper floor and the basement.

The general unit has access to a large garden and the dementia unit has ramped access to a small garden..

This service has been registered since October 2010.

## What people told us

We spoke with people living in the service, their visitors and staff during our inspection to gather their views.

People told us that they were very happy living in the home and with care and support they received from staff.

Some comments we heard included:

'We can't fault them at all here, it's the same as living at home.'

'I'm very happy here, it's like living in a hotel.'

'Any issues I have are quickly resolved by speaking to the manager. I once complained about the cleanliness of the room but it was sorted out'

'The food here is fantastic. Lots of variety and choice.'

'Mum is always clean and always smart when we visit.'

'The staff do a marvellous job. They chat and read to Mum which helps keep her sense of humour.'

'Staff are very good in terms of keeping in touch with me. I always know what's going on.'

'I'm pleased with my room, it's bright, airy and gets the afternoon sun so I like to sit up here then.'

'I would recommend this place to anyone.'

## 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?	5 - Very Good
How good is our staffing?	5 - Very Good
How good is our setting?	4 - Good

How well is our care and support planned?	4 - Good
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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 should expect to get the most out of life because staff and the organisation who provide care and support for them have an enabling attitude and believe in their potential.

During our inspection we saw that staff supported people in a kind, caring and respectful way. Staff demonstrated a good understanding of the Health and Social Care Standards which reflected well in the positive relationships they had with people. Staff were calm, compassionate, used good humour and showed a very good level of skill in every aspect of the care and support they offered to people. We saw some very good examples of warmth and respect being given which promoted positive relationships and a relaxed environment throughout the home.

We evaluated how people get the most out of life and concluded that this was at a very good standard. We saw that many people required significant levels of support with their personal care needs. Staff encouraged them to be as independent as possible and recognised the importance of promoting regular activities to maintain physical and mental wellbeing. People told us that there was lots going on and we saw that a wide range of activities were planned, both within and out with home on a daily basis. We were pleased to see that people were encouraged to participate in various groups being held within their local community such as the WRI, keep fit classes and football memories. People's views were sought and new ideas were being introduced to improve people's choice of how they spent their time. It was good to see people independently accessing the secure garden area and making use of the seating areas.

People should have a suitable choice of healthy meals and snacks, including fresh fruit and vegetables. Staff were well aware of the importance of hydration with drinks being offered regularly and people supported to drink well. The chef, who served the main meals in the dining room, was familiar with people's dietary needs and knew their individual preferences. Mealtimes were happy and sociable with people eating at their own pace and not rushed. Staff all had a specific role during the meal which worked well and choices from the menu were offered in different formats to support people's individual needs. People were highly complimentary about the quality and range of food. People commented 'it's like going to a restaurant every day, superb', 'My wellbeing is good, I am well looked after and well fed. Love the food here.' This meant that people could be confident that their nutritional needs were being met.

People could be confident that the service had an overview of their healthcare needs. There was very good access to local health services and we saw that advice from a wide range of health professionals including the dietician, podiatrist, dentist, District Nurses and GP was sought appropriately. We undertook an audit of the service's medication system and saw that identified medications were always available and people were well supported to receive their prescribed medications. We discussed with the manager the need to use the service's medication procedures fully to manage the recordings of outcomes in relation to 'as required' medications which she agreed to do as these can inform and help with people's treatment plans.

## How good is our leadership?

**5 - Very Good**

People who use the service should expect to feel confident that the organisation providing their care and support is well led and managed with robust quality assurance systems in place.

The manager used a wide range of audits to ensure that people's care needs and experiences were being monitored with action taken where appropriate.

Throughout the inspection, the service demonstrated a very good capacity for improvement. Managers and staff within the home told us about their plans for future provision of care and support and we discussed the need to consider the Health and Social Care Standards (HSCS) within the overall development plan.

The manager had an open door policy and we saw that residents and staff regularly popped into the office to share their news, concerns or just for a chat. Staff told us that they felt comfortable giving feedback to the manager, were confident that she would take action on issues they raised and that they felt motivated by her leadership.

## How good is our staff team?

### 5 - Very Good

People should expect to have their needs met by the right number of people. The manager monitored dependency levels within the home on a monthly basis and the feedback we received from people living in the home, their visitors and staff was that they felt there was usually enough staff on duty. However, at times due to last minute sickness, agency staff were brought in. We discussed this at feedback and were assured that all attempts were made to ensure agency cover was kept to a minimum but that if used then the service would try to use the same agency staff for continuity.

There was a well developed training programme in place for staff which included both elearning and classroom based courses. This covered a wide range of topics including adult protection, fire safety and moving and handling. We spoke to some of the dementia ambassadors working in the service and could see that their training was having a positive influence on practice throughout the home.

The staff worked hard to promote best practice and better outcomes for people living within the home. This approach needs to continue. We discussed with the manager the need for further development of observed practice opportunities with staff to encourage reflection on their practice, standards and values.

We saw that team meetings, staff supervision and appraisals were held regularly. We discussed with the manager ways to further enhance supervision notes and observations of practice.

Staff we spoke to told us that there was a very good team spirit working in the home, that they felt well supported and that they enjoyed working there. They also told us that they felt they received enough training to be able to carry out their job well.

## How good is our setting?

### 4 - Good

People should expect a high quality environment and Balhousie Luncarty offers a pleasant place to live. It benefits from beautiful grounds and we were pleased to see that a secure part of the garden had been created to enable people to access the outdoor area independently.

The setting was adapted to suit people's needs but not as fully as it could be. For example, some bathrooms lacked homely touches and some bedrooms were quite sparsely furnished. We discussed with the manager that some of the bathrooms continued to look quite cluttered and dated.

Kitchen areas had been created within the communal lounge and dining rooms and we saw people use these to make drinks and access snacks such as fresh fruit or chocolate bars.

During a previous inspection we had carried out an infection control assessment and found that, although the service was generally meeting all good practice points, there were issues with the laundry facilities. We were pleased to see that the laundry area had been substantially upgraded and demonstrated good practice in relation to infection control. Clean laundry was kept separate from dirty laundry, there were plentiful workspaces and new appliances had been installed. As part of the upgrade, the staff room had been extended and an area for the storage of maintenance equipment was in place.

Following an upheld complaint in February 2019, the toilet area opposite the main lounge had been upgraded to promote people's dignity whilst personal care was being carried out.

### How well is our care and support planned?

4 - Good

People's care plans should be right for them. It should clearly set out how their needs, wishes and choices will be met.

Balhousie had recently introduced a new electronic care planning system for all homes across the group. The aim was that care would be recorded and documented at point of delivery with residents encouraged to provide feedback. Although the new system was still in its early stages and needs further development we saw that some records were good. Plans were written following a comprehensive assessment of key risk areas which used good practice tools. We saw that the plans were regularly evaluated, updated and took account of both good practice as well as people's individual wishes. However, we discussed with the manager the need to ensure that the new system didn't miss out on more detailed recordings. We saw that not all information which was relevant to the care plan had been uploaded, including consent forms, legal documents and details about the potential use of restraint in the form of bed rails or pressure mats. The manager agreed to review all documentation to ensure that care plans are detailed, personalised and regularly reviewed. During this process, we would encourage the service to further personalise the care plans to ensure they are outcome-focussed and that recordings are robust as we saw some checks being missed throughout the day.

We saw that there was an effective system in place to manage people's finances which was working very well. Discussions with staff demonstrated a good understanding of people's individual needs and the details of their plan of care. Staff actively demonstrated their commitment to maintaining the individual identity of each person who was treated with dignity and respect.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

The provider must undertake a review of the infection control procedures to ensure that work practices reflect best practice guidance for the prevention of infection in the laundry.

**The provider must ensure that staff are provided with the necessary guidance and equipment to allow them to safely undertake their responsibilities in the control of infection.**

**This is to comply with:**

**The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. SSI 210 / Regulation 4(1)(d)**

**Timescale: staff should receive guidance by 31 December 2017, with any building work completed by 31 May 2018.**

Practice Guidance : Building better care homes for adults. Design, planning and construction considerations for new or converted care homes for adults. Care Inspectorate March 2014. Publication code : OPS-1213-257 Part 4.16

**This requirement was made on 5 December 2017.**

#### Action taken on previous requirement

The provider advised that they are in the process of undertaking building work to install a new laundry facility. They were unable to tell us when this work will be completed. We will follow this up at our next inspection.

#### Met - outwith timescales

#### Requirement 2

In order to ensure that the laundry area meets good practice in relation to preventing infection, the provider must undertake a review of the infection control procedures to ensure that the work practices reflect best practice guidance for the prevention of infection in the laundry.

The provider must ensure that staff are provided with the necessary guidance and equipment to allow them to safely undertake their responsibilities in the control of infection.

By 31/12/18.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 5.22 which states "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.". It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. SSI 210 / Regulation 4(1)(d)

**This requirement was made on 11 September 2018.**

## Action taken on previous requirement

The laundry facilities have been upgraded with new equipment and layout.

**Met - outwith timescales**

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## 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 good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing levels and mix meet people's needs, with staff working well together	5 - Very Good
How good is our setting?	4 - Good
4.2 The setting promotes and enables people's independence	4 - 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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