

# Balhousie Pitlochry Care Home Care Home Service

Bobbin Mill  
Burnside Road  
Pitlochry  
PH16 5BP

Telephone: 01796 473280

**Type of inspection:**

Unannounced

**Completed on:**

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**Service provided by:**

Advanced Specialist Care Limited

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**Service no:**

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## About the service

Balhousie Pitlochry is a modern purpose-built care home located in the Perthshire town of Pitlochry. Accommodation is located over the ground and first floor with the first floor accessible via stairs and a passenger lift. The home is registered to provide care for up to 50 older people and has a specialist 11 bed dementia facility. There are five spacious and relaxing lounge/dining rooms as well as quiet rooms for residents/visitors and two activity rooms. All bedrooms have en suite bathroom facilities and a 24 hour call system.

Balhousie Pitlochry is one of 25 care homes owned by the Balhousie Care Group. Their stated aim is to "strive to capture the true essence of person-centred care and deliver the highest quality care and support to our residents."

## What people told us

Prior to the inspection we sent Care Service Questionnaires (CSQ's) to the service for distribution to residents, relatives/carers and members of staff. We also spoke with residents, visitors, staff and visiting professionals during the inspection. Overall the comments received and those we spoke with were very positive about the service. Residents, relatives and staff told us that things have been much better since the new manager came in to post.

Comments included;

"We have had a few issues over the years, mainly regarding laundry"

"Staff are always very nice."

"Staff are all very friendly, I have had a few ups and downs with one staff member, but this has been brought to the attention of senior staff."

"The manager is a good guy."

"The staff do everything well enough. Mum has done well here."

"The home has both a professional and friendly atmosphere. a new manager recently appointed is obviously determined to build on this and has introduced new ideas."

"I am very happy with my relative's care, the staff work very hard."

"The new manager has improved many things and the deputy is very hard-working."

"It is a very demanding job, I would give them 100% for basic kindness but feel that if they thought about things a bit more, they could do a bit better."

"The staffing levels are adequate but only just."

"The untapped resource is the ability of the most able residents."

The Community Psychiatric nurse told us 'I have no patients in the care home just now and that speaks volumes.'

## 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?	4 - Good

How good is our staffing?	4 - Good
How good is our setting?	4 - Good
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**

People who experience care have the right to be treated with dignity, respect and compassion and have confidence in the people who provide their care and support.

We found a warm and welcoming atmosphere and saw that staff supported people with kindness and compassion. We received positive feedback from residents, relatives and visiting health professionals who told us that staff were caring, attentive and helpful. Staff we spoke with were aware of the Health and Social Care Standards and we saw that these were mostly reflected in staff practice. Residents were well presented and were relaxed with staff who displayed good knowledge of their preferences, likes and dislikes.

There were regular residents meetings, these were minuted and people's views and wishes were positively actioned. Residents had been involved in changes to the menu and we saw that there was a marked improvement in the quality, nutritional content and presentation of meals, with residents individual dietary needs catered for.

Having meaningful things to do is important in supporting people to have a sense of wellbeing and we saw that there was a range of activities on offer, including visits from children at the local nursery and primary school. We noted that it was often the same people attending and participating in activities and that resources did not allow everyone the same opportunities. The service is currently recruiting to the activities post, this is an opportunity to define the role and build on the skills of the care staff who have integrated aspects of this role into their day-to-day work. We would like to see consideration given to the outcomes for people when deciding on activities and resources. Some residents told us that they would like to see more outdoor activities and we were advised that plans are in place to develop the outside space and increase opportunities for people living in the home.

Having meaningful things to do is important in helping support people to have sense of wellbeing. We saw that the support provided struck a good balance between encouraging people to remain as independent as possible whilst also keeping them safe. Staff had an enabling attitude and promoted people's independence, with residents encouraged to participate in domestic tasks such as folding laundry and setting the dining tables. We carried out a medication audit and saw that policies and procedures followed safe and best practice.

We looked at a sample of care plans and found that information was accessible and easy to find. We did however feel that information relating to people's life history was lacking and could be improved. In speaking to and observing staff we saw that they knew the residents well, but that this level of information was not always documented. This will be revisited at the next inspection.

## How good is our leadership?

4 - Good

People should be supported by a service and organisation that is well-led and managed.

Balhousesie Pitlochry is part of an established group; there are company wide policies, procedures, templates and quality assurance systems in place. We saw that there was an effective quality assurance system in place that covered a range of areas from healthcare to the environment. These provided an overview of the service and we look forward to seeing how these develop and improve the service further.

Accidents and incidents were recorded as well as follow-up observations and these were evaluated in order to reduce the risk of re-occurrence. Residents and relatives spoke positively of the support they received from both management and staff. Staff we spoke with were aware of supervision meetings and told us that the manager was approachable, promoted leadership, and encouraged staff to attend training and develop their skills.

Whilst the current manager had not been in post a full year, there were recognisable improvements from the previous inspection and we observed a much calmer and happier environment.

## How good is our staff team?

4 - Good

People using care services should have confidence in the people who provide support because they are trained, competent and respond promptly to requests for help.

We observed a staff team who worked well together, were committed and confident in their roles and it was clear that they welcomed the support and direction of a permanent and experienced manager. Staff told us they were able to access training opportunities and courses to further develop their skills and knowledge in delivering positive outcomes for people using the service. We were also advised of the new induction process for new members of staff in order to ensure they were equipped with the necessary training, skills, knowledge and confidence.

Residents and their relatives told us that staffing levels, particularly at night, had improved. We felt that the staff compliment gave sufficient cover to deal with the routine tasks of the day and also allowed staff to support recreational activities. We observed one resident having to wait some time to have his request actioned. We discussed with the manager possible changes to protocol that may help reduce the persons waiting time and have a positive impact on their mood.

A record of staff registration with the Scottish Social Services Council confirmed that staff were appropriately registered to work in the service.

## How good is our setting?

4 - Good

People should benefit from high quality facilities that are comfortable, homely, safe and well maintained.

Balhousesie Pitlochry is built on two storeys, each of the four units has a keypad system and we were pleased to see that regular visitors had access to the code thus alleviating the frustrations voiced by relatives at the last inspection.

All rooms have en suite facilities and we saw bedrooms that had been decorated according to people's individual choice. The home was clean, fresh and tidy and staff we spoke to told us they had plenty of equipment to assist

them when providing care and support. We were also advised that the home was due to be redecorated, starting with residents bedrooms, followed by the lounge areas and the replacement of chairs. Plans were also being prepared to develop and promote safe access to the outside garden area, whilst also encouraging physical activity

We saw examples of how the long corridors benefitted people, particularly those with a cognitive impairment who enjoyed therapeutic walking. There was enough space for people to walk some length without them getting frustrated along with several social sitting areas with seating arranged in small clusters to encourage conversation as well as dedicated quiet areas.

It was recognised that many improvements have been made and that there is an ongoing plan for improving both the inside and outside environment to enhance and promote opportunities for residents.

## How well is our care and support planned?

4 - Good

People should be able to benefit from care plans which are regularly reviewed, evaluated and updated and consistently inform all aspects of their care and support.

We felt that staff had a good understanding of the assessment system used by Balhousie. Nursing staff undertook comprehensive health assessments and worked closely with NHS staff and other allied professionals, making appropriate referrals and seeking guidance when required.

The new PCS computerised system should help ensure that an individuals care needs are met appropriately and at the required time. Whilst information put into the system can 'feed through' to other relevant documentation, some people's life history was patchy and did not lead to strategies that would help support them, nor did we see in the records accessed, strategies that could help support people in distress. For example, the recorded information and supporting care plan for a resident living with dementia should be clear as to the kind of support required and how that support should be provided. It is important that information relevant to getting to know and understand individual residents is not lost during the process of transferring information to PCS. Despite this, staff were able to describe how they positively supported residents and it is this detail that will help improve the information given. This will be followed up at the next inspection.

We saw that people's rights were respected and where there were issues of capacity, appropriate legal arrangements were in place. This meant that people could be confident that their views would be sought and their choices respected, including when they had reduced capacity to make their own decisions. Relatives we spoke with told us that they were involved in their loved ones care and kept fully informed, resulting in confidence in the quality and standard of care and support provided.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	4 - Good
1.3 People's health benefits from their care and support	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing levels and mix meet people's needs, with staff working well together	4 - 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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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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