

Balhousie Brookfield Care Home Service

37 Maule Street
Carnoustie
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Telephone: 01241 853855

Type of inspection:

Unannounced

Completed on:

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Service provided by:

Balhousie Care Limited

Service provider number:

SP2010011109

Service no:

CS2012307953

About the service

Brookfield Care Home is part of the Balhousie Care Group and is situated in the Angus seaside town of Carnoustie. It is registered to provide a care service to a maximum of 27 older people on a permanent and short-term/respite basis. All but one of the bedrooms has en suite facilities. The home is on two floors and has a passenger lift and access to all floors.

People have access to a lounge on each floor, a conservatory and a smaller seating area overlooking the rear gardens. The service provides personal care and support but not nursing care. The home has access to a range of local amenities. The home provides a warm and friendly environment for residents and visitors. The gardens are well maintained and offer a safe and enclosed area.

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

What people told us

We received back 10 out of 30 Care Standards Questionnaires (CSQs) we sent to the service to randomly distribute to residents and their families and friends. We asked their views on 25 quality statements about the service's care, environment, staffing and management. Most returns highlighted that people strongly agreed or agreed that the quality of care was of a very good standard.

We spent time speaking with people during the two days. The views of people who responded to our care standard questionnaires, and who spoke with us are reflected here. We also spoke with members of the staff team and visiting health and social care professionals.

Residents:

- "I just love singing"
- "it's very friendly here"
- "the meals are lovely"
- "nothing is ever a bother"
- "all the staff are kind and helpful"
- "I can spend the time doing what I want to do"
- "a great choice of food on the menu - the food is really good"
- "lots of food and lots of choice"
- "the activities are very good - plenty going on"
- "I have no complaints - I'm really happy here"
- "I have a dog which I really enjoy"
- "the home is definitely clean and warm".

Relatives:

- "the staff are wonderful"
- "it's a very friendly place and the staff are kind"
- "the staff go above and beyond"
- "mum loves it here"
- "the staff are very very good - mum is treated with dignity and respect"
- "staff are excellent, very much treated with dignity and respect - they take time to communicate and joke".

- "The greatest asset this care home has is, without question, the staff - all have displayed a caring, sensitive and professional approach and genuinely have a feeling for residents".
- "There is an impressive 'team' atmosphere which I witness any time I visit which includes everyone - carers, kitchen staff, maintenance staff and management".

Staff:

- "it's a friendly place to work"
- "the manager is very supportive - it's a good team here"
- "the training is good".

We spoke with many of the people who lived at Brookfield during the inspection. Everyone said they were happy with the quality of the service and the support provided by the staff and management.

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?	5 - Very 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

We found the performance of the service to be very good. We reached this conclusion after we spoke with people living at Brookfield, relatives, family and friends, manager, and staff. We also observed interactions of staff and looked at a number of care records.

The staff we spoke with demonstrated a very good understanding of people's specific individual needs. We saw very good detailing and recording of information. Most care plan records highlighted the assessment, planning and evaluation of individualised care. We found that staff supported people with respect and kindness. We saw that although staff were busy; care was delivered at a relaxed pace which created a homely atmosphere. "They always have time for us" said one person.

We used the Short Observational Framework for Inspection (SOFI2) to directly observe the experience and outcomes for people who were unable to tell us their views. We observed people who were in the downstairs lounge.

We saw that staff were friendly and welcoming and we observed interactions, which were warm, supportive and sensitive to people's needs. Most importantly, we saw that people were offered choices, and there was lots of laughter. People were seen to be listened to and when assistance was required, this was carried out promptly.

We saw very good care being provided by all the staff team and evidenced nice friendly banter between staff and people in the home. The service had formed a 'Brookfield Choir' and both residents and staff encouraged spontaneous singing. We saw much enjoyment and laughter. Positive comments were made by other residents and relatives about staff and management being friendly, kind and considerate.

On the second day of inspection, the staff had introduced 'dementia friendly' name badges following a discussion on aiding communication. We saw that staff were called by their first names rather than by 'nurse'. The staff and management said that the badges had made a difference and people were speaking more and engaging in more conversation. The team would continue to develop this area.

Staff were listening to people's requests and responded quickly. People told us that the nurse call system was usually answered quickly, which gave them reassurance. We saw that the service strived to promote opportunities to support activities and interests, and maintaining people's personal links with the community. We saw that all staff took part in enabling meaningful days.

Anticipatory Care Plans (ACP) were in use, and these detailed how people wanted to be supported at the end of their lives. There was evidence in the plans that we sampled that relatives and legal representatives had also been involved in discussions about end of life care and support. This meant that people had been consulted, and had an opportunity to express their wishes.

It was good to see that people had access to peripatetic support from external professionals, such as GP's, district nurses, psychiatry, podiatry and others. We spoke with two health and social care professionals who gave very positive feedback about the quality of care provided by the staff and management saying that the staff and management were keen, motivated, and strived to support a good quality service.

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?**5 - Very Good**

People told us that the manager was supportive and approachable; everyone we spoke to told us that the manager was accessible to them and easy to talk to.

A number of audits were in place in order to manage the performance of the service. This included systems to ensure that staff were appropriately registered with their professional bodies, training requirements of staff, and the ongoing maintenance of the building. We found that the management team had developed an improvement plan with all stakeholders including suggestions and ideas from residents and relatives' meetings.

We saw that there was a system in place to manage residents' finances; during our inspection, we found that this system was working very well. Our discussions with staff demonstrated a very good understanding of people's individual assessed needs and their plan of care. People were assisted to maintain their identity and were treated with dignity and respect.

We noted that team meetings, staff supervision and catch-ups are held regularly. Audits systems are in place to ensure the safety of stakeholders and to monitor the quality of care being provided; this also included including regular walkabouts.

Staff told us that there was very positive and enabling culture and approach among the team and that everyone worked together. This was backed up by very positive comments made by the people at Brookfield and their relatives and visitors.

The manager had a good system in place; ensuring notifiable issues were reported quickly. We found that frequent checks were carried out of the registration status of all staff, with their regulatory bodies. Training enabled staff to understand their roles and the team strived to promote good practice and better outcomes for the people at Brookfield.

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?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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