

Monkbarns Care Home Service

14 Monkbarns Drive
Arbroath
DD11 2DS

Telephone: 01241 871713

Type of inspection:

Unannounced

Completed on:

21 November 2018

Service provided by:

Balhousie Care Limited

Service provider number:

SP2010011109

Service no:

CS2010272058

About the service

Monkbarns Care Home is operated by Balhousie Care Ltd and is registered to provide care to older people. The service is registered to provide a care service to a maximum of 67 service users. The service is located in the Angus town of Arbroath. Accommodation is over two floors and is accessible in design. The service has a dedicated hair salon and café area. All bedrooms have en-suite facilities, most are single occupancy but the service does have provision for twin occupancy should a request be made.

The service brochure says: 'Balhousie Monkbarns offers a safe and supported continuation of the lifestyle you have been used to enjoying, and we welcome and encourage visitors'.

This service has been registered since October 2010.

What people told us

This inspection was supported by an inspection volunteer from the Care Inspectorate. Both the inspection volunteer and inspector spoke with people living at Monkbarns and their families.

Overall comments were very positive about their support experiences in the home.

Comments included:

"It's a lovely place".

"I'm vegetarian and my needs are catered for".

"Staff are lovely".

"I love it".

"It's fine, I like it, if I didn't I wouldn't be here".

"I couldnae say a bad word about this place".

"Gold star".

"Experience here is wonderful".

"Caring and careful".

"It's what you make it".

"I dinnae like to complain".

"At times short staffed and it's not fair".

"I feel he's young and not enough stimulation".

"I'm no happy with it".

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

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| How well do we support people's wellbeing? | 3 - Adequate |
| 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?

3 - Adequate

We found that the quality of care and support the service provided was overall good. The service had strengths which had a positive impact on the experiences of people.

We saw that most staff were skilled in delivering care and showed compassion and respect in their interactions with residents. We saw that staff spent meaningful time with people. It was noted that whilst staff were very good at interacting with people with good verbal communication, this was less so where residents had higher support needs. The manager agreed to work with staff to support better communication with people needing additional assistance.

(See area for improvement 1)

It is important that people can choose to lead an active life and participate in a range of recreational, physical and social activities each day. The service employed wellbeing staff who led activities. Most people told us that they were satisfied with the range of activities available and that they had opportunities to get out and about if they wished. However, a few said there could be more to do.

The service also supported visits from local community groups including school children. Residents told us that these were positive experiences.

(See area for improvement 2)

Mealtime experiences for people were generally positive, however, staff should make sure that they are aware of the menu to inform residents when they ask about meals and to ensure that condiments are available during meals.

Most care plans examined provided good guidance about how to deliver each person's care. This was important in ensuring that care was provided according to the needs and wishes of individuals.

Staff supported people to access other health professionals such as GPs, community psychiatric nurses and dieticians. This helped to ensure that people's health needs were adequately supported.

Medication that people receive should be given safely. We highlighted some areas where medication was not being administered as it should. These included missed signatures, which may mean that medication was not given as prescribed, non labelled/prescribed stock and hygiene standards of the medication trolley. The manager took immediate action to begin addressing highlighted issues.

(See requirement 1)

Requirements

1. The provider must improve medication administration and management by 31 January 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standard which state that 'Any treatment or intervention that I experience is safe and effective' and in order to comply with Regulation 4 1(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Areas for improvement

1. The provider should ensure that staff support good communication with all service users and involve them in activities and conversations in ways that meet their communication needs.

This is to ensure that care and support is consistent with the Health and Social Care Standard which state that 'I am recognised as an expert in my own experiences, needs and wishes' (HSCS 1.9)

2. The provider should review activity provision and choice to ensure that it meets the needs of all individuals.

This is to ensure that care and support is consistent with the Health and Social Care Standard which state that 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25)

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

We evaluated Monkbarns as performing at a good level in relation to the delivery of key processes (assessment and care planning).

Assessment and care planning should reflect people's needs and wishes, setting out how these will be met.

Staff described the steps taken to assess potential new residents prior to admission, to ensure they were able to meet their needs. This included meeting the person, pre-admission assessment and on-going regular reviews.

A resident confirmed that the service had fully assessed their needs prior to admission. A family member we spoke with told us that the service had gathered relevant information in order to support their needs.

We read a sample of care plans and associated documents. Overall, these provided essential information about how to support people. Most provided a good range of guidance for staff about how the person wanted their care delivered whilst others would benefit from additional detail. This included specific care plans that the management team agreed to address.

We saw that people had reviews of their care mostly on a regular basis. The management team were working to ensure all reviews were up-to-date.

The service was in the process of moving to an electronic care planning system. At this stage all care plan information will be updated and reviewed.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The service must review care plans to ensure all documentation is complete, up-to-date and that outcomes are recorded. The case tracking of care plans needs to be better and more person-centred.

National Care Standards Care Homes for Older People – Standard 5: Management and Staffing Arrangements.

This area for improvement was made on 5 February 2018.

Action taken since then

This area continued to need to be addressed. The provider was in the process of introducing an electronic care planning system. The manager told us that all care plans would be fully reviewed and updated as they moved to the new system.

Previous area for improvement 2

The service should ensure there is better consistency of approach of all supervisors and dementia ambassadors to support and guide best practice.

National Care Standards Care Homes for Older People. Standard 5: Management and Staffing Arrangements.

This area for improvement was made on 5 February 2018.

Action taken since then

The service provided training opportunities for all staff in dementia awareness. We observed staff to support people living with dementia well.

Previous area for improvement 3

The management team need to continue with the review of senior management team roles and responsibilities, defining expectations of the role including a system to monitor outcomes.

National Care Standards Care Homes for Older People. Standard 5 Management and Staffing Arrangements

This area for improvement was made on 5 February 2018.

Action taken since then

The management team were working closely to identify where improvements were needed and had a development plan to ensure roles and responsibilities were clearly defined.

Previous area for improvement 4

The management team need to continue with their improvement plan to ensure outcomes are met as well as fully implementing all audit systems. The management team should also consider observed practice to ensure consistency of practice.

National Care Standards Care Homes for Older People - Standard 5: Management and Staffing Arrangements.

This area for improvement was made on 5 February 2018.

Action taken since then

The management team continued working closely to identify where improvements were needed and had a development plan to ensure roles and responsibilities were clearly defined.

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

| | |
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| How well do we support people's wellbeing? | 3 - Adequate |
| 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 | 3 - Adequate |

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| 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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