

Care service inspection report

Middleton Hall

Care Home Service Adults

68 Middleton Avenue
Uphall
Broxburn
EH52 5DQ

Inspected by: William Morrison

Type of inspection: Unannounced

Inspection completed on: 29 November 2013



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Service provided by:

Guthrie Court Limited, a member of the Four Seasons Health Care Group

Service provider number:

SP2005007863

Care service number:

CS2011301477

Contact details for the inspector who inspected this service:

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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	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The service continues to demonstrate understanding of the need to involve service users and their families in decisions which affect life in the home.

What the service could do better

The service should continue to develop the effectiveness of staff supervision.

What the service has done since the last inspection

The service has continued to establish its programme of meaningful activities to include a very good balance of group and 1-1 activities.

Conclusion

The service values the individuality of all service users and works hard to provide a service which meets the needs of everyone living in the home.

Who did this inspection

William Morrison

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

Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, 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 based on best practice or the National Care Standards.

A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made.

Requirements are legally enforceable at the discretion of the Care Inspectorate.

Middleton Hall is a care home service for older people registered in respect of Guthrie Court, a member of the Four Seasons Health Care Group. The home is situated in wooded grounds close to the West Lothian town of Uphall.

Accommodation consists of 25 twin and 30 single rooms. Whilst the service is registered to provide care to 80 older people, all twin rooms are currently occupied on a single basis.

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 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very Good

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 following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

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

We wrote this report following an unannounced inspection. This was carried out by William Morrison, Inspector.

The inspection took place on Tuesday 26 November 2013 and Friday 29 November 2013.

We gave feedback to the Manager and Depute Manager on 29 November. During this inspection we gathered information from various sources including the following:

We spoke with:

- The Manager
- The Depute Manager
- Five members of care staff
- Ten residents
- Six visiting relatives
- Members of a local church during their visit.

We looked at:

- The environment and equipment used
- Personal plans of people using the service
- Medication administration records
- Staff training records
- Staff supervision records
- Audits carried out by the provider on different aspects of the service
- Minutes of staff meetings
- Minutes of residents and relatives meetings.

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.

The Care inspectorate received a fully completed self-assessment document from the provider.

We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned.

Taking the views of people using the care service into account

Views of people using the service were very positive.

Taking carers' views into account

Views of carers which we received were very positive.

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 that the service continued to demonstrate excellent practice in areas covered by this Quality Statement.

As we noted during previous inspections, a wide range of methods was employed by the service to give service users and carers the opportunity to influence the quality of care and support provided. These included service user and relatives' meetings, questionnaires to service users and relatives and customer satisfaction surveys carried out by the provider. We assessed that these continued to be effective methods of enabling people to have a say.

The minutes of meetings continued to demonstrate that people's' views were actively sought and their suggestions acted upon where possible.

Relatives' meetings followed a set agenda. This included information on inspection grades, action plans and ideas for areas to develop. We assessed that this demonstrated the service's commitment to openness and service user/carer participation.

Personal plans reflected the involvement of service users and their families. Details contained in personal plans demonstrated that service users and relatives had been asked to provide information on needs, choices, likes and dislikes.

Activities offered to service users demonstrated that service users/relatives had been consulted about service users' interests past and present. The activities programme contained a balance of appropriate 1-1 and group activities. We found that the

service's activities co-ordinators were very proactive in sourcing activities which reflected the known interests of service users.

The service enjoyed the services of a number of volunteer befrienders. We assessed that this further enabled service users to express their views and enjoy meaningful activities.

Service users were, where possible, enabled to continue to use local amenities such as post office and shops.

A number of people from local community groups were regularly present in the home. We attended the weekly coffee morning hosted by members of local churches which took place in the home. We found that service users greatly valued the friendship and support which this offered.

We concluded that these activities helped to maintain service users' independence and their links with the local community.

Service users and relatives with whom we spoke felt that they could express their views and were asked for their opinions on how the service might improve. People who returned questionnaires issued by us expressed an equally positive view.

Areas for improvement

Recently, attendance at relatives' meetings had declined.

The service was exploring possible reasons for this.

We will review this during our next inspection of the service.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

We found that the service was demonstrating very good practice in areas covered by this Quality Statement.

We reviewed a sample of personal plans and found that they contained a level of information which should support a very good level of care and support.

Personal plans contained very good information on such areas as nutrition, tissue viability and falls risk. We found that care plans were regularly evaluated.

A number of assessment tools were in use to support a very good level of care in different areas. These included M.U.S.T. (Malnutrition Universal Screening Tool), and Waterlow, a tool used to promote care in relation to tissue viability.

The service carried out regular assessment of individual service user needs. This linked to the care hours required by individual service users and informed staffing requirements.

Regular audits of care plans and medication administration took place. We reviewed a sample of medication administration records and found no errors or anomalies.

We observed mealtimes and found that these were calm and well managed. Service users did not have to wait long for assistance. All interactions with staff were pleasant and respectful.

We spoke to a number of service users and relatives. We heard a range of positive views about the care received.

Everyone who returned questionnaires issued by us felt happy with the overall level of care provided.

Areas for improvement

We found a small number of omissions in personal plans which we examined. We brought these to the attention of the manager.

The service might further promote the independence of service users by considering if name plates on bedroom doors are at a correct height for service users to easily see and recognise.

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: 5 - Very 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

As noted in Quality Statement 1.1 we found that the service was maintaining excellent practice in areas covered by this Quality Statement.

Areas for improvement

As noted in Quality Statement 1.1 with regards assessing and improving the quality of the environment.

Grade awarded for this statement: 6 - Excellent

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 that the service was demonstrating very good practice in areas covered by this Quality Statement.

We found that the overall environment was clean and free from obvious sources of danger.

There were a range of regular checks being carried out on the environment and equipment used out which promoted safety.

These included checks on water temperatures, fire safety, hoists, wheelchairs and call system.

The provider had appropriate policies and procedures in place covering areas such as adult protection, child protection, staff recruitment and complaints.

We assessed that these were all factors which contributed to a safe environment.

There were a range of audits being carried out on aspects such as medication management, infection control and health and safety. We found that they were generally effective in highlighting issues.

We concluded that the service was promoting a safe environment where service users were protected.

Areas for improvement

The top-floor bathroom was in need of refurbishment due to the long-term effects of damp ingress.

The bathroom smelled of dampness and had flaking plasterwork and damaged woodwork caused by damp.

We assessed that, in this condition, the bathroom was not fit for purpose.

The provider must seek a long-term solution to this problem. (See requirement 1).

Grade awarded for this statement: 5 - Very Good

Number of requirements: 1

Number of recommendations: 0

Requirements

1. The provider must ensure that all areas within the premises are safe, kept in a good state of repair and are decorated and maintained to an appropriate standard. The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) - Regulation 10(2)(b)(d).
Timescale for meeting this requirement: Within 24 hours from receipt of this report and to be completed within 12 weeks from receipt of this report.

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

As noted in Quality Statements 1.1 and 2.1 we found that the service was maintaining excellent practice in areas covered by this Quality Statement.

Areas for improvement

As noted in Quality Statements 1.1 and 2.1 with regards assessing and improving the quality of staffing.

Grade awarded for this statement: 6 - Excellent

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 found that the service was demonstrating very good practice in areas covered by this Quality Statement.

Staff whom we met appeared well motivated and knowledgeable about service users' needs.

There was a staff training appropriate to their role. Staff with whom we spoke described very good training opportunities.

We reviewed the minutes of staff meetings. We found that practice issues were being discussed along with ideas on how to improve the service.

Examples of this were discussion on staff rotation and how it might improve continuity of care and discussion on how best to support new employees to become comfortable in their role.

We concluded that this demonstrated staff's commitment to maintaining quality.

Staff 1-1 supervision by all members of staff with a supervisory role was becoming established practice in the service. More responsibility for supervising staff was being devolved to members of nursing staff, themselves supervised by the management team. We concluded that this was of value in developing supervisory skills throughout the service.

Areas for improvement

We found that the proforma in use for 1-1 supervision was similar to an appraisal tool with supervisors being scored on different aspects of their work performance. We questioned whether this was entirely appropriate and concluded that the provider may wish to consider whether there might be an alternative.

The provider could consider whether there may be value in providing training for members of staff who are new to the role of supervisor.

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

As noted in Quality Statements 1.1, 2.1 and 3.1 we found that the service was maintaining excellent practice in areas covered by this Quality Statement.

Areas for improvement

As noted in Quality Statements 1.1, 2.1 and 3.1 with regards assessing and improving the quality of management and leadership.

Grade awarded for this statement: 6 - Excellent

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

We found that the service was demonstrating very good practice in areas covered by this Quality Statement.

We found that there was a very good range of quality assurance systems being used by the service.

These included meetings, questionnaires and surveys.

There was a very good range of audits in place covering areas such as medication, care-planning, and infection control.

Staff supervision notes showed that staff training needs were being identified during supervision.

We found that both the manager and depute manager were visible in the service and accessible to service users,visitors and staff alike.

Areas for improvement

The service could consider how it might involve service users/families in audits of quality.

We identified two occasions where daily checks on medication recording sheets had been missed out.

We discussed this with the manager.

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

No 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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	6 - Excellent
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings	
17 Jan 2013	Unannounced	Care and support	Not Assessed
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
14 Nov 2012	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
6 Mar 2012	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good

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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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