

Newcarron Court Nursing Home Care Home Service

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Newcarron Village
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Telephone: 01324 610334

Type of inspection:

Unannounced

Completed on:

26 June 2019

Service provided by:

Advinia Care Homes Limited

Service provider number:

SP2017013002

Service no:

CS2017361016

About the service

Newcarron Court Nursing Home was sold to the current owner, Advinia Healthcare who are national providers of private care services. It was registered with the Care Inspectorate on 6 December 2017 to provide care for up to 116 older people. It is situated in the Carron area of Falkirk.

Accommodation is provided over two floors divided into six units. The ground floor comprises of Crammond unit accommodating 16 residents; Arran 16 residents and Lewis 24 residents.

Iona, Skye and Harris units are all on the first floor and each accommodate 20 residents.

All bedrooms are single occupancy with en-suite toilet. There are lounge and dining facilities in each unit.

The ground floor has access to secure garden areas via a keypad system with specially designed features for people with dementia including seating, pathways and lawn areas.

Staffing is provided over 24 hours by a team in each unit consisting of qualified nurses and carers with varying degrees of experience. The management team comprise of the manager and two clinical service managers.

The service's website states "We have created a warm, friendly environment where our residents can feel right at home. Our focus is on allowing them to lead as active and fulfilling life as possible."

What people told us

We gathered feedback from people living in the service and their families by speaking to them during our inspection. Overall, we received positive feedback on various aspects of living in Newcarron Court. People told us that staff were kind and caring towards them. Comments received included:

'Staff are lovely and caring.'

'Staff do a good job.'

'I had to complain recently about the cleanliness of my relative's room and the home in general.'

'We are very pleased with the care at Newcarron. Initially we were apprehensive about moving our relative here but we really couldn't be happier.'

'The manager has definitely tidied the place up but there's still work to be done.'

'We're always made to feel welcome when we come in.'

'Staff morale seems better since the new manager has arrived.'

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?	3 - Adequate
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How good is our leadership?	3 - Adequate
How good is our staffing?	4 - Good
How good is our setting?	3 - Adequate
How well is our care and support planned?	3 - Adequate

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

It is important that staff throughout the home treat people with compassion, dignity and respect. Generally we saw staff to be hard working and spoke to people in a kind and friendly manner. Residents and relatives we spoke to told us that the staff were very warm, caring and compassionate. However, we undertook a SOFI (Short Observational Framework for Inspection) observation over a mealtime. We saw that whilst some staff were well aware of people's needs, others were over stimulating and outpacing; rushing people to finish their meal. We discussed this with the manager who agreed to carry out further mealtime experience audits and staff training.

The way people spend their day should promote feelings of purposefulness and wellbeing. There were three enthusiastic activity co-ordinators within the home. We saw that there was a weekly activity programme in place that had a mix of in-house activities such as bingo, quizzes and music groups as well as external entertainers, church services, day trips out and other booked activities. The service is part of the Care Inspectorate's CAPA (Care about Physical Activity) project and we spoke to people who told us about their very positive experiences and outcomes from being part of this programme. We noted that the activity recordings were stored separately from care plans and daily recordings. We thought that people's individual likes and preferences lacked detail and did not fully evidence or evaluate the good work being done by the activity staff and the enjoyment people got out of their activities.

People living in Newcarron Court could be confident that senior staff had an overview of their health care needs and consulted with the relevant health professionals such as GP, DN, podiatrist and dietician as was needed. We found that generally people were supported to receive their prescribed medications at the right time. However, we noted a number of missed entries in the Medication Administration Recording Sheets (MARs). We found that, although medication administration training had been carried out, staff were not adhering to best practice guidance. We discussed this with the manager who acknowledged that this was not good practice and agreed to put processes in place to address this. We will follow this up at our next inspection.

Staff were completing pain assessments for people who were unable to say when they were in pain. We thought that some work was still needed on staff's understanding of using pain assessment tools effectively. Staff should be supported to develop their skills and confidence in using pain assessment tools. This is to ensure that care and support is consistent with the National Care Standards which state that people should have confidence in staff because 'they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14) (Area for improvement 1)

Areas for improvement

1. The manager should ensure that staff are further supported to develop their skills and confidence in using pain assessment tools. This is to ensure that care and support is consistent with the National Care Standards which state that 'any treatment or intervention that I experience is safe and effective' (HSCS 1.24) and 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14)

How good is our leadership?

3 - Adequate

People should have confidence that the service and organisation they use are well led and managed. The service had a new manager in post since October 2018. People commented positively about the new manager and were hopeful that she would have a positive impact and stabilising effect on the home.

The service should have a culture of continuous improvement. We saw that Newcarron Court had quality assurance systems in place that supported the service to improve their practice which could lead to improved outcomes for people living there, their relatives and the staff team. A range of audits were completed throughout the home. The purpose of the audits was to make sure that standards were maintained and any areas for improvement were identified and acted upon quickly. We looked at a sample of the quality assurance audits, including medication management, care plans and environmental audits. It was clear that action plans were developed and implemented where required although we thought audits of mealtimes and falls analysis should be included and would prove valuable for the management team..

People living in the service and their relatives should be given the opportunity to provide regular feedback on how they experience care and support. The organisation would use learning from this feedback to improve the service it provided. We saw that regular resident and relative meetings had been held which were well attended and generated good discussion. People had also completed a recent quality survey that asked for feedback on areas such as admission to the home, choice, involvement, the environment, confidentiality, meaningful activities, care and support, laundry, food, staffing, management and administration.

The manager had developed an improvement plan to take account of all the audits carried out and the learning or improvements identified.

How good is our staff team?

4 - Good

People should expect to have confidence in the staff who provide care and support to them.

Staff we spoke to were very positive and enthusiastic about working in Newcarron Court and this was reflected in good team work with highly motivated staff. We saw that staff had open and honest discussions at team meetings which highlighted what the home did well and areas for improvement. This impacted positively on the outcomes for people living in the home.

Compliance with staff training was very good and the management team continued to focus on this to ensure that any required training was achieved by staff within the necessary timescales. We asked management how they could be satisfied that staff had retained the required level gained through training. We discussed the use of reflective learning logs following training for staff and how these, linked to practice observations could strengthen supervision. This would help to ensure that training was effective and support staff to maintain their

professional registration requirements with either the Nursing and Midwifery Council (NMC) or Scottish Social Services Council (SSSC).

It's important that people are supported on a daily basis by staff who know them well and how they wish to be cared for. Some turnover of staff and use of agency staff was still evident but it was clear that there had been significant improvement since the last inspection. We saw that staff had been recruited to fill some vacancies and that where agency staff were used, the same staff were employed, as far as possible, to ensure consistency for residents.

The management team regularly monitored staffing and dependency levels to make sure that sufficient levels of staff were on duty to meet people's needs. Staff rotas showed a good skill mix and planned deployment of staff, taking into account the layout of building.

How good is our setting?

3 - Adequate

During the inspection we evaluated how well the setting promoted the independence of people living in the service and found the standard to be adequate. However, we could see that there had been some improvements made since our last inspection.

There had been some refurbishment of ground floor lounges and corridors which were freshly decorated and had a good standard of soft furnishings. In other areas though, we saw loose toilet seats, damp patches in a shower room and a shower screen waiting to be installed. Bathrooms, particularly on the upper floor, were cold and unappealing with little or no homely touches.

We observed that individual access to the garden area was limited due to doors requiring keypad codes. People would either need to know that staff could open this for them or be able to enter the required code independently to gain access. People told us that they would like to sit outside in the fresh air and recent meetings with residents and relatives had identified that the garden was in need of attention. We thought the garden area wasn't particularly inviting with broken chairs, uneven paths and overgrown weeds. The manager told us that the exterior of the home was an area for development.

The home was clean and free from odour during our inspection. Residents were able, and encouraged, to personalise their room and to bring some of their own furniture from home. We saw some lovely decorated rooms although others were more sparse.

There was some evidence of people being involved in making choices and decisions about the planned refurbishment. We encouraged the manager to think about how resident involvement in decisions about the environment could be further improved.

Areas for improvement

1. The provider should ensure that people can independently follow directions to the garden and those who require assistance can freely choose when they wish to go into the garden. The garden must be a safe and secure area for people to enjoy fresh air.

This ensures care and support is consistent with the Health and Social Care Standards which state that 'If I live in a care home, I can use a private garden' (HSCS 5.23).

How well is our care and support planned?

3 - Adequate

People who use services should be confident that they will have a well-developed care plan which clearly sets out how their needs and wishes will be met.

The service was in the process of transition from the previous owner's paperwork to Advinia. Consequently many care plans were still being reviewed, updated and evaluated. From the care plans we looked at, we saw that assessment and planning reflected people's needs and wishes to some extent. Plans were completed to varying standards and there were some important improvements required.

Some plans had good personalised information about people's individual choices and preferences which would help staff to provide care in the way they wished.

People and their relatives were involved in six monthly reviews of their care which gave them the opportunity to tell staff what their wishes were and provide feedback on the quality of care they received.

We thought there were a number of areas where the care plans could be improved. We saw several examples where information was not up to date or lacked consistency between different sections of the plan. Care plan audits were carried out by the Clinical Service Managers who had identified where issues were or amendments needed. However, many of these actions were not completed or followed up in a timely manner.

Whilst the move to new paperwork had been time-consuming for staff, the service needed to ensure that care plans are updated when people's care or circumstances change. This would help to ensure that care plans accurately reflect people's current needs and wishes.

To support the mental health and wellbeing of people, a robust care plan should be in place when a resident is displaying signs of stress and distress. There was evidence within a 'Support to live well with dementia' care plan to support a person emotionally. However, a specific care plan for stress and distress should be in place, particularly if there are significant concerns about the person's mental health and wellbeing.

Areas for improvement

1. Every resident should have a robust, accurate, up-to-date care plans which reflects their assessed needs and wishes. This should include a care plan for areas such as stress and distress which would guide staff about how to support the person displaying stressed and distressed reactions.

This ensures care and support is consistent with the Health and Social Care Standards which state that 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	3 - Adequate
1.1 People experience compassion, dignity and respect	3 - Adequate
1.2 People get the most out of life	3 - Adequate
1.3 People's health benefits from their care and support	3 - Adequate
How good is our leadership?	3 - Adequate
2.2 Quality assurance and improvement is led well	3 - Adequate
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?	3 - Adequate
4.2 The setting promotes and enables people's independence	3 - Adequate
How well is our care and support planned?	3 - Adequate
5.1 Assessment and care planning reflects people's planning needs and wishes	3 - Adequate

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