

Norwood Care Home Care Home Service

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Barrhead
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Telephone: 0141 880 8669

Type of inspection: Unannounced
Inspection completed on: 14 March 2017

Service provided by:
BUPA Care Homes (Carrick) Limited

Service provider number:
SP2003002353

Care service number:
CS2003010214

About the service

Norwood Care Home provides nursing care to 60 older people, older people with dementia and older people with a learning disability. The service is owned and managed by BUPA Care Homes.

The accommodation is on two floors of a modern building situated in a residential area in Barrhead, East Renfrewshire. There are gardens at the front and rear of the property, and limited off street parking.

The home's philosophy states that they are committed to providing a high standard of facilities with the highest attainable level of privacy, comfort and a homely atmosphere, with all relevant space and equipment suitable to cater for residents' needs in an acceptable, professional and efficient manner.

What people told us

We met most of the residents during the inspection and we spoke with four to ask their views on the quality of the service they received. We spoke to three relatives. We received seventeen Care Service Questionnaires (CSQ's) from residents and relatives.

Residents spoke of their satisfaction with different aspects of the service, in particular the staff team, the quality of care, and the good food.

Some of the comments made were as follows:

"My mum is new to the care home, we have been made very comfortable and kept well informed on all aspects of her care. All the staff have been wonderful and all go the extra mile to ensure she and her needs are taken care of."

"When my dad had to go to hospital I was kept informed about what was happening. The care assistant waited with us in A and E until we were getting attention from the doctors. She gave my mum and me great support. Norwood has a lovely, friendly relaxed atmosphere, no matter what time you visit. All the staff are like friends and give a personal touch. We are always made welcome and my dad is very settled and happy. Activities are always provided and its a lovely family home. I can't stress enough how happy I am that my dad is getting the care he deserves. All staff in Norwood deserve the highest respect."

"Mum has been at Norwood BUPA care home for a year and a half. As I visit every day I have met and talk freely to the daytime staff and have found everyone of them to be caring, friendly and sensitive to my mother's needs. I accompany mum to some of the afternoon events and both Lyndsey and Suzanne are very enthusiastic workers. I can feel free to ask for anything that mum needs and I am listened to very well. Reception is cheery and the cleaners are excellent. Overall I am so happy to entrust mum's care to Norwood."

"More activity time would be very beneficial to the residents - i.e more hours for the fabulous activity coordinators and more cooperation from care staff to help getting residents to attend such events. In my opinion the care home has been quite significantly short staffed in the past few months, which means staff - through no fault of their own- do not have time nor energy to go the extra mile for their residents. The personal care plan of one shower per week in my opinion is not sufficient for my relative, particularly due to night incontinence and hence some skin problems due to this. However, more staff would be required for this service."

"The level of staff is completely wrong especially now care homes have frailer residents living with dementia. Three staff from 8pm for 26 patients is so wrong. They are unable to assist patients to go to toilets/get ready for bed when needed. I have watched my father in pain for up to 2 hours waiting for someone to put him to bed or take him to the toilet. Staff levels day and night need to be addressed. I could list you a full page of concerns. They work extremely hard, long days and do not have the time to spend with residents especially those bed ridden and with family members who need communication and reassurance."

Self assessment

The self assessment was submitted before the commencement of the inspection. This noted aspects which the service considered they did well, some areas for development.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

Quality of care and support

Findings from the inspection

Preadmission assessments of potential residents are compiled from information gained from the people who will be using the service, relatives/carers and a social worker which accurately reflect their needs and wishes. Staff use this information to start compiling the care plan. Each service user is involved in the development and ongoing review of this care plan which provides details of all health and social care needs; these needs are reviewed formally at least every six months, however we saw that they were reviewed and updated whenever a residents' care needs change. Care plans have sections which include spiritual needs and wishes. Residents are encouraged to attend church and also have church service once a month within the home.

Each resident had a care plan and we looked at a proportionate sample of these. We saw that whilst care plans followed the same format the content was relevant to the individual and informed by personal preferences and choices in how care would be provided. Care planning was of a good standard, with very good referencing amongst individual care plans. The care plans we looked at showed updates and changes where necessary, for example as a result of changes of care needs, outcomes of assessments, care plan reviews or advice of health care professionals such as the GP or CPN. Risk assessments were used to inform care planning and these were evaluated and reviewed as part of the care plan review (which we saw was held at least once every six month period). These were cross referenced to individual care plans.

Residents are able to personalise their living space in various ways. People choosing to live in the home are encouraged prior to admission to bring any items including furniture, pictures and chairs which will make their room as much their own as possible.

We saw during inspection that the following were on display:

- The menus for the day, which may help residents to make choices about meals and food preferences.
- The activity plan which may assist to choose which activities they wish to participate in and to plan their day accordingly.
- The Certificate of Registration, the staffing schedule and insurance details.
- The complaint policy and Care Inspectorate contact details.

Activities were regularly available to residents. The home has two activity coordinators in place, providing 40 hours of activities each week.

We would like to see the service being more dynamic in their activities provision for people who have dementia. The service has a unit (Ferenze) which cares for people who have dementia and we felt that particularly in terms of activity things could be improved. The service could consider the use of doll therapy, comfort blankets and rummage boxes. We also discussed implementing Namaste care (holistic activity utilising the five senses, which the service is due to implement) and Playlist for Life for those individuals less able to participate in group activities. We recommend further dementia and activities provision training for the activities coordinators also in order to maximise the best use of their time. (See recommendation 1).

We spoke to one member of staff who discussed learning about service users' needs from the resident and other staff, with the care plan to be checked only if they were unable to avail themselves of the information they needed. This is not correct and staff should always be well aware of service users' care plans and their content. (See recommendation 2).

We found that whilst resident meetings were held regularly and that recording of same was good, that there was a strong focus on activities and outings and that the whole experience of the resident across all four quality themes could be considered also.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. We recommend further dementia and activities provision training for the activities coordinators to improve activities provision for residents with a dementia and also in order to maximise the best use of their time. National Care Standards Care Homes for Older People Standard 5.
2. The service should ensure that staff are always well aware of service users' care plans and their content. National Care Standards Care Homes for Older People Standard 5.

3. We found that whilst resident meetings were held regularly and that recording of same was good, that there was a strong focus on activities and outings and that the whole experience of the resident across all four quality themes could be considered also.

National Care Standards Care Homes for Older People Standard 11.

Grade: 4 - good

Quality of environment

Findings from the inspection

Residents have their own bedroom. Residents have the choice to stay in their rooms all day if they wish with their door open or closed, knowing that there is a nurse call system for them to summon assistance, also that staff will check on them on a regular basis. Most residents choose the company of other residents and staff to join in activities that are displayed on notice board. Residents are encouraged to bring with them as much of their own belongings as they wish to make their room as personal as possible and their home. All aspects of intimate physical care and treatment are carried out in private in residents' own room where possible ensuring their privacy and dignity is respected.

The maintenance programme had been well managed and we found that this had promoted a safe home environment which helped to protect residents from avoidable harm. We saw that there were arrangements in place to address day-to-day repairs and also any issues that came up outwith normal working hours. The management team had an overview of the maintenance programme which helped to make sure the necessary works had been carried out properly and did not become overdue.

Staff had received ongoing health and safety training that covered a range of topics. Staff also had training on safeguarding vulnerable adults, and had a good understanding of this when we spoke to them. The training undertaken helped to keep staff informed and up-to-date.

There were suitable arrangements in place to keep the home secure and safe from intruders. The front door which has a secure entry system meant nobody could enter the home without staff letting them in and knowing who they were. Visitors were required to sign in. Residents with dementia were kept safe within the home through a series of coded doors. This alongside supervision, enables safe movement within the environment and this protected residents who could be placed at risk if they left the home on their own without the proper support.

Staff had recorded accidents and incidents. These records had been checked by the management team to make sure all the necessary actions had been carried out to support residents and reduce the risk of recurrence. However, we found that staff refresher training in Moving and Handling, Food Hygiene and Infection control was out of date for a handful of staff members. This was scheduled to be done before the end of March and this will be checked at the next inspection.

Records are maintained of fire drills and tests, cleaning and food hygiene records are kept as per environmental policy.

There are a number of communal areas available for residents to use which offer a degree of privacy should they not wish to use their own room. Residents can receive telephone calls and mail in private.

The service has a specialist dementia unit, however we did not find great differences between the dementia unit and the rest of the home. We found walls to be quite blank throughout these units and felt they could be redeveloped to be more visually appealing, also with more objects of a tactile nature. The service could consider also the use of memory boxes, comfort blankets and rummage boxes. We recommended that the service use the Kings Fund environmental tool to help identify areas for improvement to the environment for the dementia unit. (See recommendation 1).

We found that there were a lot of mismatched chairs in the lounges and that some seemed worn. This means the lounges are not as pleasant and homely as they could be. Likewise curtains in the main Fereneze lounge were dirty. This should be addressed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that the service use the Kings Fund environmental tool to help identify areas for improvement to the environment for the dementia unit.

National Care Standards Care Homes for Older People Standard 4

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

This quality theme was not assessed.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
21 Oct 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
23 Sep 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
28 Jan 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
15 Feb 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
16 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
2 Sep 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
19 Jan 2011	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
3 Sep 2010	Announced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
5 Feb 2010	Unannounced	Care and support	Not assessed
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good

Date	Type	Gradings	
3 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 2 - Weak 4 - Good 3 - Adequate
31 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
17 Dec 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 2 - Weak 4 - Good 4 - Good

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