

# Annan Court Care Home Service

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**Type of inspection:**

Unannounced

**Completed on:**

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**Service provided by:**

Annan Court Care Home Limited

**Service provider number:**

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**Service no:**

CS2012308063

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service registered with the Care Inspectorate on 1 October 2012.

Annan Court care home is situated on the outskirts of Annan, between Dumfries and Gretna, with expansive views over the Solway Firth.

The home is registered with Annan Court Care Home Limited to provide a service for a maximum of 33 older people, including a maximum of two places for adults with a physical or sensory impairment.

Within the numbers, a maximum of three places are available for short breaks or respite. One identified double bedroom will only be occupied by a single person, married couples, partners, relatives, previously acquainted friends or those who want to share a bedroom.

The home is purpose-built with 32 rooms, all with en suite toilet and sinks and two rooms with en suite wet rooms. They have specially adapted baths and shower areas to assist with meeting personal hygiene needs. They have a large lounge area situated in the middle of the home and a quieter lounge near the reception. There is a family room with tea and coffee-making facilities and a radio, and a bar and shop.

The home offers a warm, relaxed and welcoming environment where residents and their visitors are encouraged and supported to maintain links within the local community.

Among their principles of care they aim to: celebrate individuality, act with dignity, retain freedom of choice, encourage independence, respect diversity and support family and friends.  
During the inspection, there were 33 residents living in the home.

## What people told us

During the inspection we received feedback from 10 residents and four relatives who all agree that overall they were happy with the quality of care and support they received from the service.

Residents and relatives continued to be highly complimentary of the high quality of care received from a kind attentive, welcoming, professional, compassionate and friendly staff team. Residents and relatives told us that they received constant care from a team of staff who knew how to respond to various changes in their needs quickly.

Praise continued for the homely welcoming environment which provided residents and relatives with various personal and communal areas to meet and socialise. With support and encouragement to take part in the homes extensive range of internal and external activities routinely on offer.

We received the following comments:

"Staff are wonderful."

"I am very happy here I can wander around whenever I feel like it."

"It's like walking around a small village, a lovely community feel."

"I think my relative is in the best place. It's very homely."

"I feel more at home here than I was at home. The food is absolutely gorgeous, out of this world."

"I can't believe how staff manage to attend to everybody, it's amazing how they do it."

"Best place for my relative. Staff do a great job."

"Staff are extremely helpful; I can ask them anything about my relative as they know them very well."

"The home is well run and the staff are good."

## 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**

Annan Court care home continues to offer a high level of support ensuring residents experience extremely good quality outcomes through their sector leading values, ensuring people experience an exemplary level of compassion dignity and respect.

People experienced compassion dignity and respect by a staff team that demonstrated an enthusiastic, motivated, empowering and nurturing approach with a strong focus on advocating for individuals working within a culture reflecting person-centred values. Residents and relatives felt accepted and valued whatever their needs as a result of this.

The staff and management team had an enabling attitude working collaboratively with individuals at a relaxed pace, acknowledging their unique individuality and celebrating their skills and achievements.

Residents and relatives experienced consistency and continuity in their care by people who knew their needs wishes and choices as a result of this.

The newly appointed service manager was planning an event to meet all residents and relatives and staff to ensure she continued with the previous managers 'open door' approach.

Residents were encouraged and supported to take risks which empowered individuals to take more control over their lives and remain as independent as possible. Residents and relatives were helped to understand the impact and consequences of risky and unsafe behaviours and decisions such as: leaving the building unaccompanied and mobilising without various aids and adaptations.

Residents and relatives benefited from a culture of continuous improvement and were encouraged and supported to be meaningfully involved in how the home developed through the homes participation policy which included: regular meetings, questionnaires, 'you said we did' and newsletters which were awaiting distribution for this year.

Individual issues ideas and concerns were discussed and acted upon with the management team using learning from feedback to continuously improve service delivery for things such as: various times of residents and relatives meetings, extending bus trips to different areas of interest, food tasting sessions and review of the meal time experience, and training regarding various health issues.

Residents could choose to have an active life and participate in a range of recreational, social, physical and learning activities both indoors and outdoors, focusing on a sense of fun and belonging, ensuring all residents were given the opportunity to participate physically and psychologically. Maintaining and developing their previous interests with families and friends whilst learning new ones such as: knitting and gardening.

The homes strong sense of community involvement remained evident as the management team continued to promote the homes main principles of: sharing a world remembering preferences and accepting idiosyncrasies, giving help to achieve a sense of purpose and accomplishment. Ensuring residents remained valued members of their community including: support to continue to vote, arranging social events for members of the public to attend and continuing with intergenerational projects carried out with local schools.

Residents and relatives were helped and supported to address any concerns or complaints they had which were discussed with individuals, and were acted upon sensitively and positively without negative consequences.

The home adopted an extremely good approach to admissions where the needs of all individuals remained high priority and they were satisfied their needs could be met to a high standard.

As discussed in the previous inspection recommendation, the procedures were under review to consider how residents could be supporting each other during this process.

See re stated area for improvement 1

Care staff continued to maintain very good working relationships with other healthcare agencies ensuring residents experienced a high level of response to their healthcare needs which was routinely reviewed and evaluated to ensure all treatments and interventions were safe and effective.

Medications recorded within care plans followed best practice and reflected clearly defined and detailed information. We could see that individual medications were routinely reviewed and closely monitored with healthcare professionals to ensure any unwanted side effects and contra indications were timeously prevented.

Residents and relatives were listened to and taken seriously if they had concerns about their own safety and protection with appropriate referrals being made sensitively and timeously.

Staff were alert and responded to signs of significant deterioration in resident's health and wellbeing and followed Adult Support and Protection procedures to ensure individuals were protected from harm.

There were a range of protocols in place for keeping people safe including missing persons and safe keeping valuables. This meant that people using the service could be assured that they and their belongings were a priority to the staff team.

The homes procedures for the safe keeping of expensive items such as, jewellery needed reviewed to ensure older unclaimed items were appropriately and legally disposed of.

We will look at these procedures during the next inspection.

Although most people were happy that their needs were being met by the right number of people and staff always made time to speak with them, we were aware that there were some occasions throughout the late evening and night time where residents needs were not responded to as quickly as we would expect for various reasons. We asked the service manager to review staff levels and deployment including dependency levels to identify any areas for improvement.

See areas for improvement 2

Communal bathrooms provided for intimate personal care were equipped with specialist bathing and shower facilities which were offered to all residents.

Some of the facilities had been out-of-order for a period of time and had not been fully evaluated to ensure residents bath and shower options were not compromised. Repairs and maintenance to these areas was reviewed during inspection awaiting update.

## Areas for improvement

1. The service manager should consider various ways in which new residents entering the home can meet fellow residents and help them to settle in more quickly.

Health and Social Care Standards My support, my life;

1: I experience high quality care and support that is right for me.

1.8: If I experience care and support in a group, the overall size and composition of that group is right for me.

1.11: I can be with my peers, including other people who use my service, unless this is unsafe and I have been involved in reaching the decision.

2. The service manager should ensure that at all times the number of staff who are trained and who have the necessary skills to care for residents will be sufficient to meet their care and support needs at all times.

The service manager should review current staffing levels and deployment, paying particular attention to early afternoon to evening.

Health and Social Care Standards My support, my life;

1 I experience high quality care and support that is right for me.

1.23 My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.

3 I have confidence in the people who support and care for me.

3.15: My needs are met by the right number of people.

## 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**

Residents and relatives continued to be fully involved in assessing reviewing and evaluating their needs during assessment and throughout regular reviews which included involvement of other healthcare professionals.

Care plans included detailed information regarding individuals needs wishes and choices and how they would be met. Ensuring residents and relatives remained as independent and as much in control as possible in their own care.

Residents and relatives were involved in leading their own care and support through reviews and discussions with staff and the manager which were currently being evaluated to ensure they were taking place regularly for everyone.

Where residents were unable to make their own decisions, the views of those closest to them were sought and taken into account.

Where individuals were unable to express their needs and wishes and preferences, supporting legal documentation was in place. Ensuring this was carried out in a way which protected and upheld their rights.

Although the home had been adapted, equipped and furnished to meet the ever changing needs and wishes of residents living in the home to a very good standard, and the environment provided residents with enough physical space to meet their needs. We found residents remaining in their wheelchairs during meal times and some activities.

We asked the service manager to review this practice as part of the care planning process with individuals considering how physical activity can be improved and promoted as part of this.

See areas for improvement 1

### Areas for improvement

1. In order to ensure that residents can have an active life and physical activity can be improved, the service manager should use the care planning process to review the process of residents sitting in wheelchairs for prolonged periods of time especially during meal times and activities.

Health and Social Care Standards My support, my life;

1 I experience high quality care and support that is right for me.

1.22: I can be independent and have more control of my own health and wellbeing by using technology and other specialist equipment.

1.23 My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.

1.35: I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible.

## 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 manager should ensure best practice is followed when recording and signing information within care plans.

National Care Standards, care homes for older people - Standard 5: Management and staffing arrangements and Standard 6: Support arrangements.

**This area for improvement was made on 23 March 2018.**

#### Action taken since then

Care plan documentation had been reviewed and evaluated and the recording of personalised information was much more detailed focusing on achieving better outcomes for individuals in each area of their lives. Residents and relatives were expected to sign these once discussed.

This recommendation is: met.

#### Previous area for improvement 2

The service manager should consider various ways in which new residents entering the home can meet fellow residents and help them to settle in more quickly.

National Care Standards, care homes for older people - Standard 5: Management and staffing arrangements, Standard 6: Support arrangements and Standard 7: Moving in.

**This area for improvement was made on 23 March 2018.**

#### Action taken since then

Admission procedures continued as before with little input from residents currently living in the home to support those newly admitted.

Some of the newer residents and relatives remained unsure about the whole process and were awaiting their initial review.

The service manager was planning to review the homes admission procedures which will include feedback from residents and relatives to help generate ideas about how a residents group could be facilitated.

She planned to update the homes service information booklet to reflect these procedures.

This recommendation is: not met.  
See re stated area for improvement.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	6 - Excellent
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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