

Northgate House Care Home Service

Northgate Quadrant
Balornock
Glasgow
G21 3RB

Telephone: 0141 558 3222

Type of inspection: Unannounced
Inspection completed on: 9 November 2016

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Care service number:
CS2011300712

About the service

Northgate House is registered to provide support to a maximum of 54 adults aged 65 and over, who may be living with dementia and/or physical frailty. The service is managed by HC - One Limited, whose head office is based in County Durham, England.

The home is located in a residential area of Balornock (North Glasgow) and is near local transport and amenities.

The building consists of two floors and is registered to provide a care service for up to 54 older people. On the ground floor Clyde Unit provides accommodation for up to 16 older people who may have a mild cognitive impairment. On the Mungo Unit up to 18 older people living with mild to moderate dementia. On the first floor Campsie Unit up to 10 older people who are frail and Martha Unit for up to 10 frail older people with mild cognitive impairment requiring intermediate care following a period in hospital.

NHS and local authority rehabilitation staff attend Martha Unit on weekdays to assess people for potential discharge home and/or placement in an appropriate care setting.

Garden space is located at the rear of the home. A car park is provided for visitors at the front of the home.

The service objective is "to provide a high standard of individualised care to all service users." An example of how it aims to do this is "Each service users needs and values are respected in matters of religion, culture, race, ethnic origin or sexuality."

What people told us

Prior to the inspection we sent out 60 questionnaires to the manager to give residents and their families. We received 19 completed questionnaires back, 18 from residents and one from a relative. There was an inspection volunteer involved in the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service being inspected and gathering their views. Everyone was overall happy with the care and support that they or their relative receives at Northgate House.

Comments we received from people included:

"The care home is good to me."

"I am happy here...the staff are great."

"I feel there could be more staff present at bedtime...and in general."

"It is fine, comfy enough, I think my room is nice. I am quite satisfied with what is provided."

"I get treated well here, I look forward to bowls as it cheers me up."

"I feel I'm as happy as I can be here."

"I feel at home here, I feel I can speak to staff and they listen to me."

"I am quite happy here...I get what I need."

"I think the staff are very nice."

"The laundry is a problem...my relative's things go missing and they have other people's clothes put in their room."

"I always take what I am offered (when asked about the food)."

"I've no issues with laundry."

"I think staff are very nice."
 "The care is terrific....they keep you informed about everything."
 "One or two snap at me at times....but it's when they are tired."
 "If I had a TV, I would watch it."
 "I do jigsaws, draw and watch TV...I keep myself busy."
 "The food is good."
 "My relative's clothes sometimes go missing in the laundry."
 "The care is perfect...I had pneumonia and couldn't have been better cared for."

Self assessment

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. The provider told us how the people who used the service had taken part in the self-assessment process.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We sampled personal plans for residents which overall were up to date with good monthly evaluations. These were reviewed along with residents or their relative.

We looked at how people spent their day at the care home. The home employs one full time activity person who splits their time throughout the four units. There was a weekly planner in place and we saw some care staff involved in this on the second day of our visit. We heard how people were supported to go out, including to the shops, a local singing initiative and social club. For those unable to go out, there were regular visiting entertainers and chair exercises to support the in-house activities.

Residents and relatives we spoke with told us that they were happy with the food. The home provided a very good hot cooked breakfast, a lighter lunch and a main meal at teatime. Snacks and drinks were available outwith mealtimes.

We found that new staff had been recruited in line with best practice guidance and had received their mandatory training.

Staff were registered with their regulatory bodies as expected. A training programme was in place to support their ongoing learning.

The service were working through a new supervision and appraisal system introduced by the provider.

We found that staff knew the residents really well and had a lovely manner with them. There was friendly joking and chatting between staff and residents. Residents looked clean and tidy and at home.

What the service could do better

We noted a few areas within the personal plans that could have been improved. Please see recommendation 1.

We observed that Mungo Unit was very busy and all of the care staff's time was spent supporting people with their care needs. Currently the daily planned activities are held in one unit and residents come from the other three to join in. We felt that Mungo were at a disadvantage from this because the people who live there need a high level of support both physically and cognitively. We asked the manager to discuss this with the provider to see if there could be any addition to the number of activity hours each week to enable Mungo Unit to have some dedicated time each day. We will review this at the next inspection.

On day one of our visit there was no choice at lunchtime for residents and one unit missed out on their morning tea. We discussed this with the manager and this was rectified on day two. We observed that the home had two hot trolleys between the four units. This meant that two units had to wait some time for the hot options at breakfast, lunch and tea. We have asked the service to see if this can be managed differently.

We noted that for a few people who had fallen or were at risk of this, it was not clear that all options that had been suggested by visiting professionals, or were available in the home, had been considered or tried as an alternative to pressure alert mats. We asked the service to review this.

The service was working through a new induction programme for staff which we discussed with the manager who agreed to look at a system for ensuring this was being completed as expected during their probationary period.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should improve the recording within certain areas of personal plans. In order to do this they should ensure that:

- a) all information within the Malnutrition Universal Screening Tool (MUST) is accurate.
- b) all information within the Waterlow is accurate.
- c) as soon as any pressure damage is noted for a resident, whether that be on admission or return from hospital, is managed as per the provider's own policy.

National Care Standards, Care Homes for Older People: Standard 6: Supporting Arrangements.

Complaints

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

Inspection and grading history

Date	Type	Gradings	
24 Nov 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
7 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Mar 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
22 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
24 Jan 2013	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Sep 2012	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
5 Mar 2012	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	3 - Adequate

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