

Innis Mhor Care Home Care Home Service

Craighill Terrace
Tain
IV19 1EU

Telephone: 01862 731 180

Type of inspection:
Unannounced

Completed on:
27 January 2023

Service provided by:
Parklands Highland Ltd

Service provider number:
SP2012011901

Service no:
CS2012310801

About the service

Innis Mhor is a purpose built care home in the town of Tain, Ross-Shire. It is registered to provide a service to a maximum of 40 older people. The service is provided by Parklands Highland Ltd.

All bedrooms are spacious, bright and have private en-suite facilities. The care home has several wings, each with their own dining room and lounge. The large reception area is often used for entertainment purposes. The home sits within its own grounds and has pleasant landscaped gardens.

About the inspection

This was an unannounced inspection which took place between 25 and 27 January 2023. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke formally with nine people using the service and informally with other residents;
- spoke over the telephone with seven family/friends/representatives and three face to face;
- spoke with 10 staff and management formally and a number of staff informally;
- considered a number of electronic questionnaires returned from staff, relatives, people using the service and visiting professionals;
- observed practice and daily life; and
- reviewed documents.

Key messages

There were visible, competent and confident leaders in place and staff felt well supported by the management team.

Leaders were progressing their extensive service development/improvement plan.

There were comprehensive health systems in place to ensure people got the right care at the right time.

Infection, prevention and control was well managed by a confident and competent staff group.

People were enjoying interesting and varied activities, and staff were continuing to connect people to their local communities.

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?	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

We made an evaluation of very good for this key question. This means there were major strengths in supporting positive outcomes for people.

People's needs were met to a high standard by a committed, caring and professional staff team. There were trusting relationships between staff and the people they supported. Staff supported people in a kind and caring manner and encouraged people to retain and build on their skills and independence. Some of the feedback from the people we spoke with included:

"I cannot express enough how kind everyone is. They make my family feel welcome".

"The staff are marvellous".

"The staff are fantastic, they could not do more for us, you can make suggestions and they listen".

"We would give them 'top marks' for care, kindness and respect".

There were effective health systems to monitor and promote people's wellbeing. Staff were responsive to changes in people's health and promptly followed up any concerns with relevant health professionals. This meant people got the right care at the right time. The majority of relatives felt staff kept them well informed of changes to their loved one's health. Relatives felt reassured that their loved ones were being well cared for by a competent and knowledgeable staff team. Some of the feedback from the people we spoke with included:

"Staff escalate health changes appropriate, they work in a very organised manner and information passed on to us is accurate and relevant. We have a good working relationship".

"Staff are very holistic when caring for patients".

"The staff think ahead when caring for my relative, they are good at following up health and keeping us informed".

"Sometimes communication could be better".

Some relatives raised concerns that there was not sufficient supervision when staff were attending to people in their bedrooms. Although we did not observe this, the provider has agreed to observe key times, to ensure there are sufficient staff to meet people's needs. We will consider this at the next inspection. Some of the feedback from people we spoke with included:

"Sometimes I think it would be difficult for people to get attention when staff are helping other people in their bedrooms".

"They are short staffed at times, but I think this is getting better".

"There are not many visible staff members when they are attending to people in their bedrooms".

Meals looked and smelt tasty. Staff encouraged people to drink regularly and the chef had a good knowledge of individuals' dietary needs. People told us they really enjoyed their meals and the food was always tasty and fresh. Where possible staff encouraged people to eat independently. When support was required, this was done sensitively and at the person's pace. The above ensured people's health benefited from appetising and nutritional meals.

Care plans were person centred and contained detailed information on how a person wished to be supported. To ensure care was delivered in a person centred and consistent manner, people and their families were fully involved in their reviews.

Relatives were visiting their loved ones when they wished and without restrictions. This was having a positive impact on people's emotional and physical wellbeing. People told us they enjoyed visiting the care home, as staff always made them feel welcome.

People were benefiting from interesting and varied activities. The activities co-ordinators were motivated and passionate when undertaking their role. They should continue supporting people to make links within the local community. Some of the feedback from people we spoke with included:

"The staff involve my relative in activities at her own pace, she has done things she has not done before and really enjoyed the experience".

"I am glad they are starting up the activities again as my relative really enjoys these".

"The in-house celebrations are fantastic".

The environment was safe, welcoming, homely, clean and well maintained. There were systems and resources in place to support the safe management of infection prevention and control (IPC). Staff had been trained, were knowledgeable, and adhered to IPC information and guidance.

How good is our leadership?

5 - Very Good

We made an evaluation of very good for this key question. This means there were major strengths in supporting positive outcomes for people.

The service was well led and managed. Leaders had a clear understanding of their role in monitoring, directing and supporting improvement. The focus was on providing a person centred value based service. There was regular evaluation of people's outcomes. This helped people get the right care and support at the right time.

A recently reviewed quality assurance system had been introduced. Central to this was a comprehensive service development plan. We asked the provider to prioritise the areas that would lead to better outcomes for the people they supported. We saw a good example of where improvements in regard to medication had been identified and acted upon. This had ensured that safe administration of medication was followed by all staff.

Families, people living in the care home and staff, felt leaders valued and listened to them. Appropriate action was taken when issues were raised about service improvement. This resulted in an open and transparent culture, where the priority was the person receiving care and support.

The promotion of human rights was embedded in staff induction, training and supervision. This helped staff remain focused on delivering person centred care. We saw a respectful and supportive team who shared the aims and values of the service. This meant that people living in the home were cared for and supported by a dedicated and positive workforce. Providing high quality care and support was everyone's business. Some of the comments from the people we spoke with included:

"I can speak to management at any time."

"I raised a concern and it was dealt with straight away, the manager kept me informed of the improvements".

"Staff are open, receptive and reactive to concerns."

"All staff willing to help and warm and welcoming, people are looked after really well".

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 provider and management should continue to work with the staff team to evaluate the service and work together to continue to improve the quality of care and support for people.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

This area for improvement was made on 31 July 2019.

Action taken since then

The area of improvement had been met. A recently reviewed quality assurance system had been introduced that took into account people's experiences and how these could be optimised. Further information can be found in key question 2 of this report.

Previous area for improvement 2

The provider/manager should ensure that supervision/appraisal is a meaningful process that includes looking at strengths or any areas for improvement in staff's practice. Where issues are being brought up by staff, the manager/senior staff should ensure that these are followed up and actions taken. This will help support that staff are trained, competent and skilled and are able to reflect on their own practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states that "I have confidence in people because they are trained, competent and skilled, are able to reflect on their own practice and follow their own professional and organisational codes" (HSCS 3.14).

This area for improvement was made on 31 July 2019.

Action taken since then

The area of improvement had been met. An updated induction and supervision booklet had been developed which allowed staff to reflect on how they promoted value based care and support.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.