

Creggan Bahn Court Care Home Service

2 Seafield Road
Ayr
KA7 4AA

Telephone: 01292 263 723

Type of inspection:
Unannounced

Completed on:
31 March 2023

Service provided by:
MMCG (2) Limited

Service provider number:
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Service no:
CS2022000165

About the service

Creggan Bahn Court is a care home for older people situated in a residential area of Ayr, close to local transport links, and Ayr town centre. The service provides nursing and residential care for up to 58 people.

Bedrooms are en suite. Some bedrooms are suitable to be shared by couples or close friends.

Ground floor bedrooms have patio doors opening into a safe and well maintained garden. Upper floor bedrooms are accessed by a lift.

People have access to various lounge and dining areas of different sizes to accommodate social interaction.

The home is situated close to Ayr town centre and to local amenities and transport links. There is a car park to the front of the building.

About the inspection

This was an unannounced inspection which took place on 28, 29 and 30 March 2023. The inspection was carried out by three inspectors from the Care Inspectorate. To prepare for the inspection, we reviewed information about this 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 with 11 people using the service and six of their family;
- spoke with 14 staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with visiting professionals.

Key messages

- People experienced very good outcomes supported by compassionate staff and highly motivated leaders.
- People's health and wellbeing benefitted from a very professional approach to facilitating healthcare.
- Managers used effective quality assurance processes to support good outcomes for people.
- Staff numbers and deployment were well planned and regularly assessed.
- People benefitted from a clean and comfortable environment that was well maintained and equipped.
- People and their families were involved in setting up detailed and person-centred care plans that supported good outcomes.

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
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
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

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people; therefore, we evaluated this key question as very good.

People we spoke to were happy with their experiences of the service. Residents, families and external professionals appreciated their good relationships with the manager and staff. We observed that staff treated people with warmth, compassion and respect. This helped people to feel settled and at ease.

People's health and wellbeing was very well supported. People's health assessments and personal risk assessments were well completed and kept up to date. Medication was managed safely. External health professionals gave us very positive feedback about the service and praised staff for their proactive support of people's healthcare needs. This meant that people had very good access to treatment and advice whenever the needed it.

Families told us that they felt confident about the service. They particularly praised the nursing team for their responsiveness and very good communication. We found very positive examples of involving people and making joint decisions about care and treatments. This included anticipatory care planning and people's wishes about care at the end of their life. People's health and mental wellbeing benefitted from a culture that was interested in their choices and concerns about any aspect of their care. A relative said, "What I appreciate most is that my mum can make those little, but so important choices for herself all the time."

We observed that mealtimes were well organised and that people were supported to eat in a nice and unhurried atmosphere. People told us that they were happy with the quality of the food and the options on offer.

The home's positive and proactive approach to keeping people connected to their families and community supported their wellbeing. People's feedback about visiting and being enabled to stay in touch was very positive. Families felt confident that visiting was managed safely during the Covid-19 pandemic and felt well informed about any necessary infection prevention and control measures. Technology, like Wi-Fi, phones and tablet computers, was available to help people stay in touch with their families and friends. There were various good examples of people being enabled to do things in their local community and of people from the community coming into the home. The availability of a minibus and a car was a very good resource to support this.

We saw that the service was very clean and tidy. Staff were competent and followed cleaning and infection prevention control guidance in their daily work. Managers supported good practice with robust quality assurance, frequent observations of practice and checks of the environment. This helped to keep everybody in the home safe and healthy by reducing the risk of infection.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people; therefore, we evaluated this key question as very good.

People's feedback about the quality of management and leadership was very positive. People found the manager and other senior staff very accessible and responsive. This helped to make people feel confident about the service and made them feel involved and listened to.

Some people spoke about the recent change of the home's ownership and their initial worries about the impact on them. Most people felt that there had been an inevitable period of unsettlement. However, they felt reassured by the continuity of management and acknowledged that things had settled and stabilised quickly. Staff appreciated the open, accessible and supportive style of management. This positive feedback supported our assessment of very good, competent and skilled leadership provided by the manager and her senior staff team.

Quality assurance was managed well. Robust systems and processes were in place to check the quality of care and support and to ensure robust clinical governance. There was evidence of analysis of incidents and of regularly asking people for their feedback. Managers kept an ongoing home development plan to ensure that necessary improvements were made and to drive further development of the service.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people; therefore, we evaluated this key question as very good.

We received very good feedback from people who appreciated the quality of staff, as well as their hard work, kindness and helpfulness. People told us that there had been a period of higher staff turnover in the months following a change of ownership in the previous year. However, there was unanimous feedback telling us that the situation had now improved and stabilised. This meant that people were able to form positive relationships with staff and that a keyworker system could be re-established.

People found that staff were very busy and hardworking, but they also felt that staff were able to meet people's needs and to achieve good outcomes for people. Staff we spoke to, including staff working at night, felt positive in regard to staff numbers. Some staff said that deployment across the different areas of the home could be further improved. However, all staff agreed that managers listened to their feedback and suggestions.

Managers took a variety of factors into account when they assessed and calculated staffing levels. This included people's needs and outcomes, the size and layout of the building, quality assurance and other meaningful measures. This ensured a flexible, dynamic and evidence-based approach to staffing. We discussed with managers that it would be beneficial to further formalise this process to support transparency and consistency.

Recruitment was managed safely and it was positive to see that the home development plan included plans to involve residents and families in the recruitment process. Staff had access to a range of training and managers had an overview of planned and completed training. Professional development needs and opportunities were further supported by a system of regular supervision. This ensured that staff could conduct their individual roles competently and confidently.

How good is our setting?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people; therefore, we evaluated this key question as very good.

The home provided a high-quality environment that was safe and well maintained. A variety of communal areas provided people with choices and opportunities to socialise, be active or enjoy some quiet time. People's rooms were well equipped and personalised. People told us that they appreciated the quality of the environment, as well as its cleanliness. This meant that the environment supported good outcomes for people by giving them an attractive place to live and enjoy a range of activities.

Regular maintenance and safety checks were managed robustly. Well managed cleaning systems and procedures provided people with a safe and healthy environment.

The home had a safe garden that was attractive and well maintained. This provided people with an enjoyable space to spend time outside. It was positive to hear that managers planned to create more opportunities for people to be actively involved in gardening or growing flowers and food.

There were very few restrictions on movement around the building. However, we found that some aspects of the home could be made more dementia friendly, without having a negative impact on the home's high-quality environment. This could include improved signage and using contrast and colour to help people maintain their independence.

How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people; therefore, we evaluated this key question as very good.

The service carried out detailed pre-admission assessments. This information was used very well to inform detailed and person-centred care plans. People's personal health risk assessments were regularly completed. There was very good evidence that the care plans supported the robust and proactive management of people's care and healthcare needs.

Nurse led care plans for short-term or chronic health conditions were well maintained and showed a professional and competent approach. Our assessment of this was supported by the very positive feedback we received from external health professionals. This showed that staff used assessments and care plans effectively to facilitate good health outcomes for people. A relative said, "Staff have always been excellent and the nursing staff are always on the ball. When my mum had a fall during the pandemic, they went over and beyond. They did everything they could to make sure she got the treatment she needed."

We saw that anticipatory care plans were in place to ensure that palliative and end of life care was provided in line with people's wishes. This showed that people and their families were involved in making anticipatory decisions about the care and treatment they wished to receive if they became very ill.

People told us that they had a high degree of involvement into their or their relative's care plans. A relative said, "We have regular care reviews, but it's not that we have to only rely on that. We are always kept informed. I can always say if something needs to be fixed and it's always fixed. The care reviews are more the formal part."

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
How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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