

Dundonald House Care Home Service

Old Loans Road
Dundonald
Kilmarnock
KA2 9DB

Telephone: 01563 851 430

Type of inspection:
Unannounced

Completed on:
22 March 2024

Service provided by:
Dundonald House Nursing Home Ltd

Service provider number:
SP2010010979

Service no:
CS2003001314

About the service

Dundonald House is a privately owned care home which can accommodate up to 90 older people. It is situated in the small Ayrshire town of Dundonald.

The care home consists of two buildings, an older style adapted home and a newer building, opened in 2012.

The older home has single rooms with en-suite toilet facilities and some double bedrooms with en-suite toilets, bathrooms are shared.

The newer building has all single room accommodation with toilet and shower facilities with some shared bathrooms.

The home provides small group living up to a maximum of 15 people in each unit, which have their own dining lounge areas and small kitchenettes.

The service has a hairdressing salon, coffeeshop, accessible gardens and a children's play area.

About the inspection

This was an unannounced inspection which took place on 20th, 21st and 22nd March 2024 between the hours of 07:00 and 17:30. The inspection was carried out by two 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.

To inform our evaluation we:

- spoke to 18 people using the service and eight of their family members.
- spoke with 22 staff and management.
- observed practice and daily life, reviewed documents.
- spoke with visiting professionals.

Key messages

- The small group living, and consistent staff group provided excellent person centred support.
- The coffee shop was a hub for families and the local community and ensures the home is part of village life improving a sense of wellbeing for people.
- Ongoing evaluation of the service involving residents, staff and relatives with responsive actions was improving outcomes for people.
- A car was available for use of families to go out with their relative allowing important connections to be maintained.
- People were involved in a wide range of activities promoting maintenance of current skills and development of new ones.
- The service had attained recent accreditation as an SVQ centre enabling inhouse training of staff.

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?	6 - Excellent
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?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people.

Staff knew people very well and were able to use this knowledge to support them. We found warm and genuine relationships between staff and people supported. This underpinned the person centred support.

The small group living and consistent staff group allowed for individual recognition of people's needs. We saw happy, motivated people. People said, "I can't imagine anywhere else being better "and were keen to be involved in all events. People were observed to be interacting with each other and had clearly developed good relationships. This improved people's sense of belonging.

People were encouraged to maintain their independence and exercise was part of people's day. People were encouraged to get out in the fresh air both within the gardens and on the terrace. This gave people a sense of wellbeing.

People were supported to develop new skills and we saw French classes where some people were working towards qualifications, a gentleman's club in the newly developed pub and visits to local places. We also saw evidence of individual activities which were adjusted to people's needs. This ensured that people get the most from life.

The support plans we saw showed how well staff knew people and would allow any new staff member to be able to support someone. They provided clear information on people's past experiences ensuring episodes of stress and distress were appropriately managed. The written and verbal language used in communication was inclusive and respectful. This made people feel valued.

Staff and people supported told us that there were sufficient staff to meet individual needs. Activity staff numbers had been increased from two to seven to provide cover for evenings and weekends. This improved the outcomes and opportunities for people to take part in meaningful activities.

The coffee shop was observed to be a hub for people living in the home, their families, and the local community. There were regular dog walks by the local community which ended at the café and provided opportunities for people to meet both the dogs and owners. People living in the home took part in local community events. This resulted in people feeling part of the community.

Important events throughout the year were celebrated such as Valentines Day and the involvement of family members was encouraged. Birthdays were celebrated by a visit to the café with friends in the morning and a party with cake in the afternoon. People were supported to celebrate family events such as birthdays and wedding anniversaries. This made people feel included.

People and their families had access to a wheelchair adapted car which could be booked by families in addition to being used by staff. A family member told us "I'm really pleased they have the car and it's always been available when I've wanted it." We also observed use of the car to allow groups of people to join in events such as the community café. This allowed people to maintain links with friends, family and the local community.

The hairdressing facilities were of a high standard with the hairdresser in attendance five days a week. Appointments could be pre-booked providing the opportunity for people and their families or friends to attend together which allowed important connections to be maintained.

There was a safe and effective procedure in place for medication administration. Covert and as required medication were clearly documented. We saw evidence that appropriate external health professionals were involved in people's care. This ensured that people's health and wellbeing was maintained. External professionals told us "The standards and practices at Dundonald House are excellent " and that "Communication is excellent". I often speak with staff on the phone or communicate via email and someone is always on hand to help." This improved health outcomes for people and kept them safe.

How good is our leadership?

5 - Very Good

We found significant strengths in the positive outcomes for people, therefore we evaluated this key question as very good.

There were weekly meetings with people supported and evidence that this led to changes within the service. People were supported to take part in the recruitment process. They had the opportunity to meet potential staff members and provide feedback. We found an inclusive approach to obtaining feedback with pictorial questionnaires used when required. This empowers people using the service.

There were weekly breakfast events for staff where staff were encouraged to put forward their ideas. Comments gathered from the staff were used to inform improvements. This was in addition to regular staff meetings.

Planned supervisions and appraisals took place which staff reported were relevant and worthwhile. The supervisions were linked to the health and social care standards which provided a clear connection to improving outcomes for people with staff development.

The service had recently obtained SVQ accreditation, and the first candidates were ready to start their SVQ courses. An Open University nursing placement was also funded for a staff member. The focus on staff development supports high quality support for people.

There were systems in place to allow overview of incidents and accidents with monthly reporting identifying themes. This informed the service improvement plan which was regularly reviewed. This allows any necessary action to be taken to promote positive outcomes for people using the service.

The quality assurance system included audits of all systems which was established and led to improvements. A recent safer staffing framework review had led to the increase in activity staff numbers. This has improved opportunities for people to take part in meaningful activities.

External professionals confirmed that they were regularly sent questionnaires requesting feedback. Recent staff surveys had also been completed and changes made as a result. Staff told us that the management team were responsive to any suggestions made. The responsive culture of the service to feedback promotes improvements and enhances the lives of people.

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

People would benefit from a more robust quality assurance system, to include all key infection, protection and control processes are checked and are being adhered to in line with current guidance, and ensuring people are kept safe.

This is to comply with the Health and Social Care Standard: 4.19, "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes".

This area for improvement was made on 12 July 2021.

Action taken since then

Regular infection prevention and control and environmental audits were carried out and any actions informed the service improvement plan.

The home was clean and tidy with no evidence of odours.

This area for improvement has been met.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
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