

Ballumbie Court Care Home Service

Ballumbie Road
Dundee
DD4 0PD

Telephone: 01382 730 913

Type of inspection:
Unannounced

Completed on:
8 May 2024

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Service no:
CS2011300849

About the service

Ballumbie Court is a care home for older people registered to care for a maximum of 58 people. At the time of inspection, 57 people were using the service.

The home is situated within a residential area on the outskirts of Dundee. The home has two floors with 56 single rooms and two twin rooms, currently being used as single rooms. All rooms have en-suite toilet facilities. Each floor has a dining room area, as well as two lounges. There is also a secure, established garden with paved patio areas and seating.

About the inspection

This was an unannounced inspection which took place on 06 and 07 May 2024. 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. In making our evaluations of the service we:

- spoke with eight people using the service and six of their families
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

Care and support promoted people's health and wellbeing.

People were supported by a dedicated and committed staff team.

Leadership was promoted at all levels of the staff team.

Quality assurance systems were effective and led to positive change.

People's opinions were valued and used as drivers for change.

The service had creative responses to challenges.

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 evaluated this key question as very good. We identified several important strengths that clearly outweighed the weaknesses. Any areas for improvement were unlikely to have an impact on the outcomes of people living in the service.

People's health and well-being benefitted from the care and support they received in Ballumbie Court. People were supported by a staff team that clearly cared and knew them well. We observed many warm, kind and meaningful interactions between staff and people living there. There was a dedicated and creative well-being team who had made meaningful connection and interaction a priority for the service. Feedback from families was overwhelmingly positive about the staff and the care their loved one received. A person we spoke to told us "the staff really care". Positive relationships between people and those who support them promotes a friendly, welcoming atmosphere and supports positive experiences for people.

Social opportunities were maximised and the introduction of 'Balumbee's Bar' provided a unique destination within the service where people could meet and socialise together. We saw this in use throughout the inspection. It was clear how valued this space was by people, their families and by staff who regularly held fundraising events to support its running. This innovative approach to promoting meaningful connection enhanced the wellbeing of people living in Ballumbie Court by ensuring they were valued and part of a community.

The mealtime experience was relaxed and well organised despite the high level of individual need at this time. People were encouraged to eat wherever they liked and received the right level of support for them with patience and care. Food, including modified textured diets, was well presented and people told us the food was good. Choices were offered and support was in place to help people make these choices. People's food and fluid intake were monitored, if required, and promoted throughout the day. Hydration stations were located in communal areas for people to help themselves and regular snacks were available. We saw drinks in people's rooms and individual coffee machines were provided by the service following risk assessment for their use. This promoted people's independence whilst ensuring that people's nutrition and hydration needs were being met.

Medication was managed well in the service and administered in line with best practice. Systems in place ensured people received their medications as prescribed and on time, which supported the management of health conditions. There were clear protocols for the use of 'as required' medicines and the use of these was monitored to ensure they were used to maximum effect.

Wound management in the service was effective. Relevant health assessments were carried out such as weight monitoring and skin integrity assessments. These were frequently updated and used to effectively inform the care and support people received. The service took a proactive approach to the management of falls and the promotion of mobility. Recently implementing a test of change to ascertain any benefit for people. There were good links with external professionals and appropriate referrals were made in response to changes in health conditions. This ensured people received the right healthcare from the right person at the right time.

How good is our leadership?**5 - Very Good**

We evaluated this key question as very good. There were several significant strengths that clearly outweighed any areas for improvement. Staff at all levels were committed to making improvements and achieving the best possible experience for people living in Ballumbie Court.

Leadership oversight of all aspects of the service was supported by comprehensive quality assurance processes. Self-evaluation had been commenced and clear actions for improvement were detailed. The leadership team strove for excellence and demonstrated a commitment to continuous improvement. An active service improvement plan was in place that detailed the direction of the service. This took account of findings from audits and self-evaluation and ensured good oversight of the completion of action plans to drive forward improvements.

People could feel included in service developments and that their opinions and ideas were valued. Feedback from people, families and staff was sought in a variety of ways and this was starting to be reflected in the improvement plan. People were truly considered partners in their own experiences; there was a newly established residents' committee where people were supported to put forward ideas for service improvements. We saw how their feedback had been used in the development of the in-house bar and heard about their ideas to develop the garden area with the inclusion of a putting green. It was challenging for the service to share the improvement plan with people and families because of the format it was in however we heard about plans to achieve this going forward to keep everyone updated on the progression of the service.

Staff in Ballumbie Court were empowered to develop their knowledge and skills. Every effort was made to ensure staff could access training and development opportunities that were right for the needs of the people they supported but also in line with their own career aspirations. Leadership skills were encouraged at every level with various staff champion roles developed and maintained. This resulted in the staff team feeling valued and motivated which helped to create the positive atmosphere in the home.

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

We evaluated this key question as very good. We identified several important strengths. Any areas for improvement we identified, would have minimal impact on the experiences of people who use the service.

There was a dependency tool in place that was reviewed regularly to determine the number of staff needed to meet people's needs. Additional staff were put on shift for planned events such as hospital appointments although the dependency tool did not always reflect this. The rota reflected the staffing in the service, and it was clear which staff were on shift to cover additional duties such as the ongoing work on care plans or to attend training. Throughout the inspection, staff were visible supporting with people's needs and engaging in meaningful activities. One person told us when asked about staff; "they have time for a chat." We concluded that staffing numbers were sufficient to allow for compassionate care and meaningful interactions with people. This enhanced people's experiences and sense of wellbeing.

Staff deployment was based on the leadership team's professional judgement of how best to support people and meet their needs. Plans were in place to implement a tool to evidence the analysis and deployment of staff based on skill mix. We heard how staff champions with expertise in specific areas, such as dementia care and palliative care, were deployed in response to the needs of the people in the service. This ensured people were supported by staff with the right knowledge and skills.

Staff were clear on their roles and responsibilities and worked well together as a team. Staff were flexible and responsive to the needs of the people using the service. Communication between the staff team was effective and consistent. This was strengthened with daily meetings about people's health and support needs, and the use of digital communication systems to share information and good practice guidance. Good communication between the staff at all levels ensured everyone had the right information to support people appropriately.

The service invested in the wellbeing of the staff team. We heard about and saw innovative approaches to balancing the needs of people and the service with staff personal commitments and needs. One example of this was the installation of a multi-faith prayer room for the use of staff as well as people and their families. Career aspirations were also supported with training and development opportunities and access to online training in the service. Staff were recognised for achievements, hard work and compassionate care. This support and recognition had led to a committed and motivated staff team who were supportive of each other. The happy and stable staff team contributed to maintaining the relaxed and positive atmosphere in the home which in turn enhanced the positive experiences of people living there.

How good is our setting?

5 - Very Good

We identified major strengths which far outweighed any areas for improvement, therefore we evaluated this key question as very good.

Ballumbie Court had recently been redecorated, and some rooms were renovated and repurposed following audits to ensure the environment was in line with current good practice guidance for supporting people with dementia.

People benefitted from a clean, comfortable home with plenty of space and natural lighting. Records showed that regular and routine maintenance checks were being carried out to ensure high standards of the premises.

Ballumbie Court had a warm, welcoming environment and although at times there was a lot going on in the home, the atmosphere remained relaxed, and staff were available to support people. Bedrooms were a good size and had en-suite facilities. People could bring in their own furniture and items from home if they wished to personalise their space. There was access to bath or shower facilities on each floor to allow for people's preferences. Good signage throughout the home including names and numbers on bedroom doors helped people to orientate independently.

The layout of the building helped the promotion of mobility with long wide corridors and plenty of places to sit and relax. Some of these areas had been themed to make them into destinations, such as a 'library', and to help promote orientation around the home. We observed people accessing these areas independently throughout the inspection. The large lounge areas on each floor were also hubs of activity with a staff member always available to engage with people who chose to spend time there.

A real feature of Ballumbie Court was the newly established "Ballumbee Bar" which brought a welcome sense of local culture and meaningful social opportunity into the home. The space was available for people and families to book and spend time with their loved ones in an informal, familiar destination. We heard of innovative and ambitious plans, driven by suggestions from people, to transform the garden areas and more of the building. People's interests and aspirations were recognised and used as the catalysts for improvements. The people who lived in Ballumbie were valued and at the heart of decision making.

How well is our care and support planned?

5 - Very Good

We evaluated this key question as very good. We identified several significant strengths. Any areas for improvement we identified, would have minimal impact on the experiences of people who use the service.

At the time of inspection, new support plan and risk assessment documentation was being introduced. This transition was being managed gradually and effectively by ensuring staff had time to thoroughly complete each one. Although this meant many people's support plans were spread across more than one file, staff knew where to locate the information they required to ensure they could support people. All documents were well formatted, easy to read and contained comprehensive information.

The information recorded was reflective of an enablement approach with people's skills and abilities being the focus, rather than only detailing their support needs. This ensured staff were able to support people to maintain skills, promote independence and provide the right level of individual care. People and families we spoke to told us they were involved in the development and review of support plans and risk assessments. This recognises people as experts in their own care and ensures plans are reflective of their needs and wishes.

Detailed future care plans help provide instructions for staff and direct people's care and support in line with their wishes in times of vulnerability and uncertainty. Future care plans were in place in Ballumbie Court, however the quality and quantity of information varied with some lacking personal touches. We discussed this with the leadership team, and these were for people who were new to the service. We understand that relationships and trust take time to develop, and are aware that the service were actively working on future care planning with input from external professionals to ensure they can engage with people sensitively, to capture and record the appropriate information. It is important that people, with their representatives, have opportunities to discuss and agree how they would like to be supported in response to unplanned events and at the end of their lives.

Where appropriate, the service held legal documents or copies of these securely in people's files. Staff were aware of these documents and knew how to access them. People could therefore be confident that if legal decisions were to be made, the service would involve the appropriate people.

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
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
3.3 Staffing arrangements are right and staff work well together	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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