

Bellevue Nursing Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
10 May 2024

Service provided by:
Bellevue Nursing Home

Service provider number:
SP2003002257

Service no:
CS2003010254

About the service

Bellevue is a small family run nursing home for older people situated near the town centre of Ayr. The service provides nursing and residential care for up to 20 residents. The accommodation comprises of 12 bedrooms, four single, and eight shared, each with an en-suite toilet and wash hand basin. One room has an adjacent bathroom for the exclusive use of the room occupants. Residents have access to an open plan lounge/dining area, a conservatory and an enclosed well-tended garden.

About the inspection

This was an unannounced inspection which took place on 6 and 7 May 2024 between the hours of 09:30 and 17:15 .One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with five people using the service and four of their family and friends
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- obtained feedback from visiting professionals

Key messages

- The staff demonstrated a good level of knowledge about people supported and took time to get to know them as individuals.
- People were involved in a range of both group and individual activities.
- The service was welcoming and homely with a good standard of cleanliness.
- Families reported that they were made to feel welcome when they visited.

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?	4 - 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.

Staff knew people well and were able to use this knowledge to support them. Staff demonstrated skill and kindness when supporting people. They engaged with people with a calm and unhurried approach.

We saw very good examples of genuine, warm connections, which resulted in positive responses from people being supported. This increased people's sense of belonging.

Mealtimes were well managed and very sociable. Staff understood the importance of supporting people to enjoy their meal without rushing. Staff showed that they were aware of people's food and drink preferences and their specific dietary needs.

People told us that "The food is nice and there is plenty of it. If we asked for more, we would get it." This helped support people's health needs through maintaining good nutrition and hydration.

There was a robust medication management system in place and close links with external health professionals. This helped to assure good support with the management of people's healthcare needs.

There were a range of activities on offer. We saw evidence of both group and individual activities and trips out into the local community. The location of the service close to both the town centre and the beach provided multiple opportunities to access the local community. People told us "I'm kept busy, folk here keep you entertained." This supported people's health and wellbeing.

Families reported that staff made them welcome when they visited and that "I feel like I am visiting her in her own home."

Relatives were kept up to date with any changes and invited to attend reviews. This assisted in people maintaining important relationships.

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.

The service had systems in place to monitor the quality of the service. There were a range of audits completed regularly and the actions from these informed the service improvement plan. There was a system in place to monitor completion of these actions which ensured positive outcomes for people were supported.

The manager had a hands on approach to care which ensured she had good oversight of peoples health needs.

The small nature of the service , the open door policy and the availability of the management team mean families feel included. A family member told us," I am kept up to date with Mums care."

There were very few accidents and incidents, however comprehensive recording and auditing of the same ensure that any lessons learned or trends identified are actioned. This assisted in ensuring people were safe.

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.

Staff were inclusive and kind in their interactions with both people they support and each other. We observed frequent laughter and humour which reflected the warmth and trust of these relationships. This assisted in people feeling included.

Staff told us that they felt supported by the management team. We saw that regular supervisions and appraisals took place. This offered staff opportunities to discuss their learning and development needs and reflect on their practice which promotes positive outcomes for people supported.

There were effective communication systems in place to ensure that staff were kept up to date with any change in people's health or wellbeing. This ensured people were supported by staff who were informed about their care needs and could provide responsive support.

Staffing was regularly reviewed and there had been a recent change which supported opportunities to spend meaningful time with people in the afternoons. Staff told us "It's a lovely friendly place to work."

Safer recruitment procedures were in place and an induction programme which included shadowing opportunities in addition to training. This ensured that people can have confidence in those who support them.

How good is our setting?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The home was maintained and decorated to a high standard with evidence of all appropriate checks in place. There was a fully accessible and well maintained garden area.

The home has a number of shared bedrooms. People were aware that the facilities would be shared prior to admission and the manager had a stringent assessment process to ensure that people were matched appropriately based on their needs. Families reported that "Mum enjoys the company" and also "She has made a friend that she wouldn't have had otherwise."

Families stated that the shared facilities did not impact on their ability to visit their relative telling us that "We have got to know the other lady too and enjoy seeing her if she is there"

Rooms were personalised and staff reported that they ensured peoples belongings were kept separate in the bathroom area. There are curtains which fully enclose each of the bed areas when privacy is required and

staff told us "There are no issues with shared rooms . The ladies like knowing there is someone there "and that "I think it's a good thing, the ladies form such a bond."

It is acknowledged that there are occasions where shared accommodation has the potential to impact on outcomes for people. The large percentage of shared rooms within the service presented limited opportunities for people to move to single accommodation when wished or required. Due to the limitations of the building it is not possible for this to be rectified.

How well is our care and support planned?

5 - Very Good

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

Personal plans detailed individuals' healthcare needs and contained information to guide staff how to best support the person. They contained information on peoples life histories as well as details of those important to them. We saw evidence that people supported and their families had been involved in the development of the support plans. Reviews were taking place as planned involving relevant family members. This supports people's health and wellbeing.

A family member told us "My mother-in -law is at the centre of the care plan although I gave them a full care plan I had they wanted to get to know her and what she wants."

Peoples anticipatory care wishes were recorded and comprehensive palliative care documentation ensured staff were clear on the support required. Relevant risk assessment documentation was in place and regularly reviewed. This helped to support positive outcomes for 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?	4 - Good
4.1 People experience high quality facilities	4 - 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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