

Balhousie Ruthven Towers Care Home Service

Abbey Road
Auchterarder
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Telephone: 01764 664 192

Type of inspection:
Unannounced

Completed on:
16 May 2024

Service provided by:
Balhousie Care Limited

Service provider number:
SP2010011109

Service no:
CS2010272073

About the service

Balhouses Ruthven Towers Nursing Home is centrally located in the town of Auchterarder, Perthshire. The service is owned by Balhouses Care Group and it provides residential and nursing care on both a permanent and short term respite basis.

The home is registered to provide care for 51 residents; at the time of inspection 42 people were being supported. The service is based over five floors in a substantial Victorian mansion-house which has been extended and adapted to provide accommodation for people requiring nursing and residential care. The building is located in its own grounds and is well maintained and accessible.

The home is close to the town centre and is near to local shops and bus routes. The service brochure states: 'We understand that each individual is unique, with personal likes, dislikes, needs and wants. We therefore tailor our approach and service based entirely on each individual.'

The service has been registered since 1 October 2010.

About the inspection

This was an unannounced which took place on 2 May 2024. The inspection was carried out by one inspector 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 members of staff and management
- Reviewed relevant documentation
- Made observations of the care home environment

Key messages

- Repairs had been made to the internal areas affected by water ingress
- Repairs to the roof had been completed
- Quality assurance systems had been improved to ensure oversight of the care home environment

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 15 March 2024, the provider must demonstrate the premises are kept in a good state of repair externally and internally. To do this, this the provider must:

- a) undertake a full environmental assessment for water damage in people's rooms, and in communal areas within the home.
- b) ensure roof repairs are completed where issues are evident.
- c) ensure internal areas effected by water ingress are appropriately repaired.
- d) ensure any water damage impacting on electrical systems is subject to professional assessment and repair.

To be completed by: 15 March 2024

This is to ensure care and support is consistent with Health and Social Care Standard 5.22: I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.

This is in order to comply with:

Regulation 10(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 8 February 2024.

Action taken on previous requirement

- Repairs had been made to the internal areas affected by water ingress
- Repairs to the roof had been completed
- Quality assurance systems had been improved to ensure oversight of the care home environment

Met - within timescales

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 should ensure people are given the help they need to maintain good standards of personal care and presentation, in line with their choices and preferences. When people are unable to express their wishes, the views of their representatives should be taken into account.

This is to ensure care and support is consistent with Health and Social Care Standard 1.15: My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

This area for improvement was made on 8 February 2024.

Action taken since then

Not assessed at this inspection

Previous area for improvement 2

The provider should ensure staff have a clear understanding of the appropriate management of food and fluid intake, and that care plan documentation and records are accurate, sufficiently detailed and reflect the support provided.

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: My care and support meets my needs and is right for me.

This area for improvement was made on 8 February 2024.

Action taken since then

Not assessed at this inspection

Previous area for improvement 3

The provider should ensure there is a clear process for staff to follow for urinalysis testing, which should include appropriate information to be recorded and where it should be kept.

This is to ensure care and support is consistent with Health and Social Care Standard 4.11: I experience high quality care and support based on relevant evidence, guidance and best practice.

This area for improvement was made on 8 February 2024.

Action taken since then

Not assessed at this inspection

Previous area for improvement 4

The provider should ensure that an accurate and detailed inventory for clothing and belongings is undertaken on admission to the care home, including updates when changes are required to be made. The labelling system in use should be effective to support people's rights to bring belongings to the service.

This is to ensure care and support is consistent with Health and Social Care Standard 4.21: If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me.

This area for improvement was made on 8 February 2024.

Action taken since then

Not assessed at this inspection

Complaints

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

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