

Carrondale Nursing Home Care Home Service

Beaumont Drive
Carron
Falkirk
FK2 8SN

Telephone: 01324 551 788

Type of inspection:
Unannounced

Completed on:
12 June 2024

Service provided by:
Avondale Care (Scotland) Limited

Service provider number:
SP2003002722

Service no:
CS2003011589

About the service

Carrondale Nursing Home is situated in Carronshore on the outskirts of Falkirk. There are 72 single bedrooms with ensuite toilet, 21 of these also have a shower. There are extensive gardens to the rear of the property which is on the banks of the River Carron. There is ample parking to the front of the property.

The service was registered with the Care Inspectorate on 1 April 2011 and provides care and support to older people and complex care to adults between 18 and 65 years.

The aims and objectives of the care home are linked to a statement of values and include the aim to 'deliver a service of the highest quality that will improve and sustain residents' overall quality of life.'

About the inspection

This was a full inspection which took place on 10, 11 and 12 June 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 11 people using the service and 15 of their family.
- spoke with 18 staff and management.
- observed practice and daily life.
- reviewed documents.

Key messages

- People liked the staff supporting them
- People found the staff and management responsive
- The home was clean and fresh and people's rooms were personalised to their tastes
- There was a lively activity programme offering a very good range of things to do throughout the week.

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 staff team?	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

In this part of the inspection report we considered the following quality indicator:

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support.

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service had very good systems in place to assess and review people's needs on an ongoing basis. They showed very good oversight of people's health and social care needs.

The home provided a service for a wide age range of people with a variety of different needs. Care plans were very personalised to people living within the home. They were written respectfully and evidenced that staff knew people and understood what they needed very well. There was very good collaborative working with external professionals to ensure good care for people with needs which were complex, including as their needs changed. Risk assessments were attached to individual care plans in order that care was delivered in a way that kept people and staff safe. This meant that people were supported and cared for sensitively by people who anticipated issues and were aware of and planned for any known vulnerability and frailty.

It was evident that staff both know people very well and worked very hard to get things right for them. This involved working with people thoughtfully, and trying different things to see what worked for them best. One person told us "The staff and home do a great job of looking after and encouraging my relative" another said "Residents' well-being is a priority for the home."

People's choices and preferences, likes and dislikes were known to staff and these were threaded through people's care plans. Similar good attention was paid to people's rights and their personhood. One person told us "We went to see various other homes but liked this one. My relative's first review was held 6 weeks after coming in and then six monthly. The service asked us what her likes/dislikes were and this is in her care plan. Reviews have been helpful to ensure that things continue to go well for her. They have an open door policy, management are approachable this is important to us because if there is an issue you don't want to feel like you are complaining, you want to feel that you can have that open discussion about things." This meant that people's care plans were right for them because they set out how their needs would be met, as well as their wishes and choices.

Mealtimes were relaxed and people ate at their own pace. People could choose where to eat and we saw that if people required more support to eat and drink well they received it. If people did not like what was available we saw that staff got them something else. The cook spent time with people individually supporting them to cook individual recipes they enjoyed and during inspection spent time with a group of residents making fruit salad and smoothies. A relative visiting ordered a takeaway and spent time in the lounge eating it with their relative. People were offered choice in terms of eating and supported to eat and drink well with overall benefits for their health and wellbeing.

A lively activities programme encouraged people to be as active and engaged as they wanted to be. There was good engagement with the local community and intergenerational work with local schools.

If people's preference was to spend time alone, this was respected. If people chose to spend time in their rooms both care and activity staff endeavoured to spend individual time with them. This meant that people were encouraged to maintain and develop interests and activities which interested them in the way that they liked.

How good is our staff team?

5 - Very Good

In this part of the inspection report we considered the following quality indicator:

Quality Indicator 3.3: Staffing arrangements are right and staff work well together

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People spoken to had confidence in the service and were happy with their relative moving there. One person said "Staff supported my mum with her transition into the home and settling in, all staff were very helpful and helped make the move a bit easier." People's needs were reviewed at least monthly. A dependency tool was used to gauge appropriate staffing levels.

Staff evidenced that they knew people well. Staff were very visible around the home and were seen to be very responsive to residents. The service had a good understanding of people's needs and made sure as far as they could that the right numbers of staff with the required skills were available. People told us that communication with the service was good and they found staff and management to be approachable and responsive. One person told us

"Approachable and helpful they are always happy to chat about any concerns or uncertainties, I'm informed of any changes with my mum." Another said "Seem to have a direction and function well."

Staff were consulted via regular meetings and surveys across all areas of the home. Discussion around daily processes within the home supported fluid care of people. Management and staff reflected on areas of care and evaluated these with a view to ongoing improvement. There was good evidence of teamwork and a willingness to share tasks in order to promote an equitable workload for everybody. Staff were recognised for their contribution.

The deployment of staff was effective. Staff were very visible within the home. Staff were busy but not rushed, as well as completing essential tasks they had time to spend with people. People told us that staff generally worked within the same unit meaning that people received good continuity of care from people who they knew. This was appreciated by relatives, particularly if their relative had a diagnosis of dementia as this lessened their confusion. One person said "Good consistency of staff within the unit usually the same people so my relative feels comfortable."

She may not remember their names but she recognises them" another said "Staff are approachable and very helpful, they have a positive relationship with my mum, it's nice to see."

Staff were registered with the appropriate regulatory body. Mandatory training and further training relating to the specific needs of people using the service was in place. Staff champions further supported staff, in particular areas of practice. They were mindful of the Health and Care staffing legislation now in force with a focus on staff wellbeing.

Despite these positives, some staff spoken with did not convey well the work that they did even when directly questioned. This suggested an unevenness in the distribution of knowledge through the service, which the service should address via their own quality assurance processes in order that people using the service continue to have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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