

Garioch Care Home Care Home Service

Commercial Road
Inverurie
AB51 3TX

Telephone: 01467 620 202

Type of inspection:
Unannounced

Completed on:
28 March 2024

Service provided by:
Garioch Care Limited

Service provider number:
SP2020013473

Service no:
CS2020378970

About the service

Garioch Care Home is in the town of Inverurie, Aberdeenshire. The service is registered to provide a care service for up to 37 people. The registered provider is Garioch Care Limited.

The home is purpose-built and has two floors. Bedrooms have en suite toilet facilities. There are shared wet rooms and bathrooms on both floors. There is a lounge, conservatory and dining room on the ground floor. People have access to a patio area at the front of the home and an enclosed garden is accessible from the conservatory.

About the inspection

This was an unannounced follow up inspection which took place on Wednesday 27 March 2024 between 11:00 and 16:00. 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 12 people using the service
- spoke with five families
- spoke with five staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- People experienced care and support with compassion because there were warm, encouraging, positive relationships between staff and people experiencing care.
- We were satisfied people had the opportunity to experience meaningful days.
- People were encouraged to be active and this promoted people's health and wellbeing.
- We were satisfied people had access to specialist resources to help support their mental and psychological health needs.
- People were regularly offered fluids throughout the day to meet their hydration needs.
- There was an improvement in people's care plans since our last inspection.
- The home was well staffed and the team were available and responsive to people who required support.

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?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as adequate, at our last inspection. We have evaluated this as good at our follow up inspection where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People experienced care and support with compassion because there were warm, encouraging, positive relationships between staff and people experiencing care. People told us, "the staff are very kind" and "I really like it here". Staff treated people with respect and people told us that any concern is dealt with promptly. This promoted a homely atmosphere and it was evident people were comfortable, happy and at ease.

Staff received additional training in equalities and values and this was an improvement. People's rights were respected and people were treated fairly. For example, people told us they feel respected and listened to because their preferences are used to shape how they are supported. One person experiencing care shared, "there is lots of choice and I feel listened to" and one family member told us, "I feel very included and involved in my loved one's care".

People benefitted from support that promoted individual choice and independence. For example, we observed people were offered choice about where they would like to sit and how they would like to spend their day. People told us they felt connected as they were enabled to maintain and develop relationships within and outside the care home. Visitors told us they felt welcomed at the service and we observed a flexible approach was taken to visiting. This promoted people's dignity and rights.

There was an improvement in people's care plans since our last inspection. Staff recordings had improved and were more evaluative, which demonstrated an improved understanding of people's needs. Plans contained robust detail and valuable information about the way in which people preferred to be cared for and supported. There were up to date risk assessments in place for people which helped keep people safe. We were confident people received the care and support they needed and wanted.

Staff were clear about the purpose of obtaining consent and actively sought consent, from people or their representatives. This was accurately recorded in care plans and we were confident people and their representatives were involved in making decisions.

Please see 'What the service has done to meet any requirements made at or since the last inspection' section for further information.

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

Requirements

Requirement 1

By 16 October 2023, the provider must ensure that all staff successfully complete equalities and values training, and that measures are put in place for such training to form part of the ongoing training plan for the service.

This is to comply with Regulation 4(1)(a) and (c) (Welfare of users) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am accepted and valued whatever my needs, ability, gender, age, faith, mental health status, race, or sexual orientation' (HSCS 1.1); and

'My human rights are protected and promoted, and I experience no discrimination' (HSCS 1.2).

This requirement was made on 21 August 2023.

Action taken on previous requirement

All staff successfully completed equalities and values training. This helped promote better outcomes for people. We observed staff engaging with people with genuine warmth and compassion. Staff clearly knew people well and individual choices and wishes were known and respected. One person shared, "there's always a choice". This demonstrated people were treated as individuals.

People looked well, were well presented and appeared comfortable. People told us they felt valued and this was reflected in the positive relationships observed with staff members. One person told us, "the staff are so caring, and I really like living here" and a family member shared, "I'd recommend Garioch care home to anyone".

People were treated with respect and dignity. One person shared "the staff are very kind and helpful" and a family member shared "the staff go above and beyond". People were noted to be smiling and laughing and this helped reassure us that people felt at home and at ease in their environment.

This requirement has been met.

Met - outwith 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 service should develop the activity provision to help ensure everyone has the opportunity to experience meaningful days. This should include, people being encouraged and supported to move more and be more physically active in their day.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS1.23); and

'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

This area for improvement was made on 21 August 2023.

Action taken since then

We were satisfied people had the opportunity to experience meaningful days. People appeared happy and content. One person told us, "there's always something to do". People benefitted from a staff group who engaged regularly with them, this helped enrich people's day. Staff knew people well. We observed lots of appropriate banter and conversations which people really enjoyed.

People were encouraged to be active and this promotes people's health and wellbeing. We observed a daily exercise class which was really enjoyed by people. People were encouraged to move about regularly. One person told us, "I enjoy walking about; it stops me from feeling so stiff".

There was a wide variety of meaningful activities available for people to take part in. This is an improvement from our previous inspection. This ensured people were spending their time purposefully to promote feelings of wellbeing. For example, bingo, baking and quizzes. One person told us, "I love getting out in the garden". We observed a baking activity with children from the local primary school. This was enjoyed by all and enriched people's day. One person said, "the children make me happy".

This area for improvement has been met.

Previous area for improvement 2

Improvements are needed to ensure that people have access to specialist resources to help support their mental and psychological health needs, and that their care plans reflect the additional care they need to help and support them with their mental health.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'I am assessed by a qualified person, who involves other people and professionals as required' (HSCS 1.13); and

'My care and support meets my needs and is right for me' (HSCS 1.19).

This area for improvement was made on 21 August 2023.

Action taken since then

We were satisfied people had access to specialist resources to help support their mental and psychological needs. We observed referrals to appropriate professionals, such as Community Psychiatric Team, were made timeously. This reassured us people received the right care at the right time.

We found clear and comprehensive mental health care plans for people who needed them. These included robust detail about how to support someone who was upset. This gave us reassurance people were receiving care and support tailored to their individual needs and circumstances.

This area for improvement has been met.

Previous area for improvement 3

The service should ensure the recordings of fluid inputs and outputs are accurate and up-to-date for people who require this level of monitoring.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support meet my needs and is right for me' (HSCS 1.19); and

'My needs as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23).

This area for improvement was made on 21 August 2023.

Action taken since then

We are satisfied the provider had recordings of fluid inputs for people who required this level of monitoring. Recordings were up to date with the right level of information. This gave us confidence any concerns were identified and dealt with timeously.

We observed people were regularly offered fluids throughout the day to meet their hydration needs. Hydration stations were available throughout the care home. This reassured us that people were well hydrated and this supports overall health and wellbeing.

This area for improvement has been met.

Previous area for improvement 4

Improvements are needed to ensure that people receive the care and support that is right for them. This includes, ensuring the right number of staff are available to meet people's needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'My care and support meets my needs and is right for me' (HSCS 1.19); and

'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23).

This area for improvement was made on 21 August 2023.

Action taken since then

Staff were welcoming and working hard to support people. We observed staff across all department's working well together in a supportive and respectful manner. This helped create a positive team spirit and warm atmosphere for people experiencing care.

We observed that people benefitted from comprehensive and holistic health assessments. The home had good links with healthcare providers and referrals were made appropriately. This reassured us that people received the care they needed when they needed it.

The home was well staffed. The staff team worked well together and people told us the staff team was consistent. Staff were visible and available to support people when they required assistance. People appreciated this and it reassured us that people's needs were being met.

We were confident people received the care and support that was right for them. We observed call alarms being answered timeously. One person shared, "staff always come quick; I always get what I need" and a family member shared, "the staff are incredible; they are always available".

This area for improvement has been met.

Previous area for improvement 5

Staff should improve upon the way in which they record information about people to ensure that it is compassionate, respectful and accurate.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'I am accepted and valued whatever my needs, ability, gender, age, faith, mental health status, race, background or sexual orientation' (HSCS, 1.1); and

'My human rights are protected and promoted, and I experience no discrimination' (HSCS 1.2).

This area for improvement was made on 21 August 2023.

Action taken since then

Staff have improved the way in which they record information about people. We sampled care plan's and observed staff recordings were compassionate and dignified.

Care plans were up to date and accurate with good levels of detail regarding their care and support. This gave us reassurance that people were receiving personalised care to meet their needs.

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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good

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