

Robert Douglas Memorial Home Care Home Service

51 Abbey Road
Scone
Perth
PH2 6LL

Telephone: 01738 551 184

Type of inspection:
Unannounced

Completed on:
24 April 2024

Service provided by:
Robert Douglas Memorial Home

Service provider number:
SP2003002124

Service no:
CS2003009769

About the service

Robert Douglas Memorial Home is located in the village of Scone, Perthshire and is registered to provide residential care to a maximum of 17 older people. Accommodation is provided on both the ground and first floor. All bedrooms are en-suite, two of which also have showering facilities.

The stated ethos of the service is "to provide a homely, friendly environment with the emphasis on promoting individuality, independence and well-being; to recognise each resident as a unique individual and to provide holistic care, which fulfils their individual needs."

Robert Douglas Memorial Home is owned by the Robert Douglas Foundation Trust.

About the inspection

This was an unannounced inspection which took place on 16 and 17 April 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 five people using the service and five family members. We spoke with five members of staff and management, observed practice and daily life, and reviewed documents.

Key messages

- People were treated with dignity, compassion and respect.
- The staff team were committed to providing an excellent standard of care.
- Care plans gave clear direction on how to deliver peoples care and support.
- People were involved in a wide range of activities that supported them to regain and maintain their skills.
- Robust and ongoing evaluation of the service led to responsive actions and supported excellent outcomes for people.

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?	6 - Excellent
How good is our leadership?	6 - Excellent
How good is our staff team?	6 - Excellent
How well is our care and support planned?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

People were cared for by a committed, skilled and compassionate staff team who were responsive to their changing needs. We evaluated this key question as excellent.

Robert Douglas Memorial Home has a welcoming and homely atmosphere. People benefitted from positive relationships that were genuine and respectful and we observed many warm and caring interactions. People told us that staff were helpful and kind, comments included "nothing is too much bother", "staff are exceptionally kind", "I can't speak highly enough of them".

A dedicated activities coordinator had overall responsibility for arranging in-house activities and events. Planned daily activities were complemented by regular concerts, seasonal and themed events, with visiting performers regularly attending the home. One relative told us "I am overwhelmed by the amount of activities the home provides." People chose how they spent their time, and those who were unable or did not want to engage in group activities were offered one to one time. Efforts were made to adjust activities to suit people's needs, this enabled everyone to benefit from meaningful interactions in a way that suited them.

There was a focus on supporting people to maintain their independence and autonomy, and this was done in a range of ways. Staff encouraged and supported people to make decisions about what they wore, their meals and how they spent their time. Regular strength and balance sessions supported people's health and mobility and there were also plans in place to start a community walking group. One resident told us "it was a very good move to come here, I can do more for myself now than when I came in."

Family and friends were made to feel welcome and a monthly newsletter provided information on current and future events which family members were welcome to attend. There were good links with the local community and people were supported to attend and participate in community groups and events. This helped people feel connected and included.

Meal times were a sociable experience and people enjoyed their meals in a calm and unhurried environment. People we spoke with were very complimentary about the food; comments included "the food is excellent" and "all the meals are homemade and nutritious". The chef knew people's likes and dislikes, people were involved in menu planning and there was always a choice. When people needed assistance, they were supported with dignity and patience.

People's health and wellbeing was enhanced by a staff team who were committed to providing high quality care. Staff were well trained and were supported through audits and observations of practice. We observed staff following good practice guidance with moving and handling, the use of equipment and infection prevention and control. Staff's willingness to learn and develop their skills supported person centred care and demonstrated a commitment to improving people's health and wellbeing. The service had excellent links with the local GP practice and allied health professionals. Staff shared information, sought advice and referred to other professionals as required. This ensured that any change to a person's health was managed effectively and that people received the right care at the right time.

The management of people's medication was carried out in line with policy and practice guidance. There were protocols in place for the use of 'as required' medication, and all medications administered were documented accurately. Where a person's condition limited their independence, there were appropriate measures and consents in place to help keep them safe. This supported an enabling and person-led approach.

How good is our leadership?

6 - Excellent

The management team demonstrated a track record of excellent leadership and continuous improvement that achieved excellent outcomes for people. We evaluated this key question as excellent.

The manager had implemented a range of comprehensive audits and processes to assess and monitor all areas of the service. There was a clear and effective process for monitoring all aspects of people's care, for example medication, infection prevention and control, skin care interventions and diet and fluid intake. These quality assurance processes supported people's physical and emotional health, wellbeing and safety. Checks also included daily cleaning tasks, care equipment, people's bedrooms and communal areas. This ensured that people benefitted from an environment that was clean and well maintained, and equipment that was in good working order.

The service was adept at carrying out self evaluation through identifying what was working well and areas they wished to improve on. There was a robust and detailed improvement plan in place; this was informed by the outcome of audits and feedback from residents, relatives and staff. Consultation exercises and minutes of team meetings demonstrated that all staff, regardless of their grade or role, had opportunity to contribute to developing and improving the service. People and their representatives told us that the service welcomed their views. We saw that people were asked their opinion on a wide range of matters, from the quality of the environment to how they wished to spend their time. For example, since our last inspection, improvements had been carried out to both the interior and exterior of the home, and these were spoken about positively by residents and their visitors. The service improvement plan was reviewed and updated regularly, and further demonstrated the service's commitment to continuous improvement.

Accidents and incidents were managed well. These were recorded in line with the service's own policy, with appropriate notifications made to the Care Inspectorate and other relevant agencies. Incidents or accidents were tracked and analysed in order to identify any trends and learning outcomes. This helped ensure that people were kept safe.

Staff were provided with regular support and supervision and spoke highly about the support they received. There were systems in place for ensuring all staff had undertaken mandatory training or had refreshed essential learning. This helped ensure that staff skills were up to date and they had the necessary skills to facilitate positive outcomes for those they supported.

A range of audits and quality assurance processes demonstrated excellent management oversight and ensured the service remained flexible and responsive to people's wishes and changing needs.

How good is our staff team?

6 - Excellent

People received an excellent level of care from a dedicated and skilled staff team. We evaluated this key question as excellent.

Staff knew people well, and they worked as a team in order to provide a high standard of care. Members of staff we spoke with were knowledgeable in their role and were clear about their responsibilities. There were sufficient staff on duty to support patient and meaningful interactions, and staff numbers were continuously assessed in order to take account of people's changing needs and the complexity of their care and support. This attention to the number and skill mix of staff helped ensure people received compassionate care that remained appropriate to their needs.

Relatives told us there were always familiar faces when they visited and that there was a real sense of a team approach in the care provided; this included the chef and housekeeping staff. People could be assured that staff had been recruited safely and that all relevant safety checks had been completed prior to employment. Staff had protected time for training and we heard how mentorship for new staff was positive and supportive.

How well is our care and support planned?

6 - Excellent

The service demonstrated a track record of high quality care that supported positive experiences for people. We evaluated this key question as excellent and are confident that this level of service can be maintained.

Care and support plans were written with warmth and respect and contained a range of up to date assessments that reflected people's individual health and welfare needs. Where any concerns or changes were identified, this information was progressed appropriately and support plans and relevant risk assessments were updated. In addition, people's plans documented their routines and preferences, their abilities and what they could achieve independently. This allowed for a person centred and enabling approach to the care provided. Any risks identified, such as falls, wounds, nutrition or pain were assessed and steps were taken to reduce these. This meant that when people's needs changed, they continued to receive appropriate support. All legal documentation was in place and where someone held decision making powers, this was clearly documented. This ensured that people's rights were protected and upheld.

The positive relationships between people receiving support, their families and staff, enabled honest and sensitive discussions. It is important that people, with their representatives, have opportunities to discuss and agree how they would like to be supported at end of life. We saw excellent end of life care plans that documented people's individual needs and wishes and provided instruction for staff as to where and how they wished to be cared for at end of life.

The service promoted a culture that was supportive and inclusive. Six-monthly reviews were taking place and people and their relatives were involved in the ongoing assessment and review of their care and support. This values people, recognises them as experts in their own care and helps ensure responsive and person led care.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent

How good is our leadership?	6 - Excellent
2.2 Quality assurance and improvement is led well	6 - Excellent

How good is our staff team?	6 - Excellent
3.3 Staffing arrangements are right and staff work well together	6 - Excellent

How well is our care and support planned?	6 - Excellent
5.1 Assessment and personal planning reflects people's outcomes and wishes	6 - Excellent

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.