

Murdostoun Neurological Care Centre Care Home Service

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Telephone: 01698 384 055

Type of inspection:
Unannounced

Completed on:
19 June 2024

Service provided by:
Active Neuro Ltd

Service provider number:
SP2021013626

Service no:
CS2021382526

About the service

Murdostoun Neurological Care Centre is a service that specialises in providing care to a maximum of 26 adults living with long-term neurological conditions and/or a long-term traumatic brain injury. The provider is Active Neuro Ltd. The provider's website states: 'We provide long-term care and respite care for individuals with a neurological condition. We offer two services: Our slow-stream service is for individuals who need more time to practice new skills before moving back home or into the community. They may or may not have undertaken some specialist rehabilitation first. The complex disability service is for individuals with complex problems associated with their condition and who can no longer be looked after easily at home.'

About the inspection

This was an unannounced inspection which took place on 17, 18 and 19 June 2024. 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 people using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- The new manager in post continued to have a positive impact on the service.
- The staff team was more united and created a better culture.
- People experienced a calmer atmosphere to live in
- Activities continued to improve for people both indoors and outdoors.
- The Safe Staffing Legislation had been implemented by the manager and provider which was welcomed by staff.

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
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?	4 - Good

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 good where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

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

People's health and wellbeing benefitted from a more improved approach to supporting people in all aspects of their daily lives. Staff were more aware of how to support people in a person-centred way and with dignity and respect. This meant that people's potential was recognised to develop and promote their skills.

People were supported and encouraged to access the outdoors and to participate in community activities. Staff worked hard to build people's confidence and self-worth by working towards people's independence and life skills. Please read previous requirement we made which the service met at this inspection.

People's health was the subject of frequent discussions which involved health and social care professionals. This included prevention and early intervention of people's deteriorating health and wellbeing. As a result, people could be confident that there was an integrated approach and expert health advice to support effective treatment.

Medication administration considered people's abilities to self-administer if they were able to. This was risk assessed and adapted if needed to support people's choice and control. People received the right medication and the right time to ensure good health outcomes. As a result, people could feel confident and empowered.

Food and hydration were plentiful both during and outwith mealtimes. Choice was offered to people about what they would like to eat and were offered alternative options if they wished. People could freely access the hydration station to encourage regular drinking.

Staff recorded daily notes to monitor and support people's everyday health and support needs. These were completed well such as oral health, skin care and weights. As a result, people could be assured that their health needs were attended to regularly.

Hydration charts had running totals which was good however with no cut off point as to when they would be evaluated. This meant that the process would not be meaningful. People appeared to be on food charts without reason or there was no weight loss, staff were not sure as to why.

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 children/people, therefore we evaluated this key question as very good.

Quality Indicator 2.2 Quality assurance and improvement is led well

Quality assurance audits were taking place regularly with very clear action plans, these included care planning, Infection Prevention and Control, falls and medication administration. These scored very well in the percentages of completion by staff. Action plans were also evident in the care home development plan.

All staff were very positive about the unit manager and the positive impact she had on the service and the staff team. This view was supported by all departments such as Maintenance, Human Resources, and the Housekeeping. As a result, people benefitted from a more positive culture where all staff worked tremendously together in a consistent manner.

The management team had very clear and definite visions relating to the improvements they wished to achieve in the future. This meant that people could feel confident that their identified outcomes would continue to be met and supported.

The service had adopted a great social care approach which was embedded in a short time. This contributed to people being supported in all aspects of their lives such as their environment and social wellbeing. The home presented as a far calmer place for people to live and people reflected this in their discussions with us.

People were involved in meetings held to discuss what activities they would like to do and to have their say in how they would like to improve the service. Their views were listened to and mostly actions were taken, such as painting pictures for their walls and how they would like their rooms decorated. However, some views did not appear to have been progressed, so we suggested this was an area for the service to improve on. This would ensure that the process was meaningful and resulted in positive change.

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 children/people, therefore we evaluated this key question as very good.

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

Staff were suitably qualified for their role and staffing levels were right to offer safe and effective care. Rota systems were assessed and monitored by the managers to ensure people's ongoing needs were met. This meant that people had access to the right staff at the right time.

The new Safe Staffing Legislation was being implemented with a very good understanding and approach. Staff surveys were analysed and action taking place to promote staff's wellbeing such as monthly treats, star of the month, annual recognition awards and enhancing the staff room environment. A staff wellbeing committee had been created where the agenda focussed on staff's health and wellbeing. As a result, people could benefit from a team who felt very valued and recognised for their hard work.

We observed a very relaxed and calm atmosphere within the home which had improved notably from our previous visits. Staff feedback demonstrated how the culture had changed for the better within the team. Staff felt supported and stated how people benefitted from great team working and staff working from a shared understanding of very good care.

The service was actively recruiting for care staff and used the same agency staff if required. This meant that people were familiar with the staff supporting them and reduced stress and distress reactions to change.

Team meetings were planned and attended by staff on a regular basis with relevant agenda items discussed. Minutes of the meetings highlighted great topics and again about improving staff knowledge and practice. This contributed to people gaining from staff learning and development.

How good is our setting?

4 - Good

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

Quality Indicator: 4.1 People experience high quality facilities

Environment had improved, it was clean, fresh looking and light. There was a warm and inviting feeling about the home with a good atmosphere. The décor was nice, and pictures had been put up to make it more homely. Quiet rooms had been created upstairs too if people wanted to spend time on their own or with friends and family.

Discussions had taken place with people around their views for home improvements and as a result more sofas and chairs have been ordered. This would allow people more space to sit and lie on sofas without impinging on other people's space.

There were no malodours in the home throughout the inspection period and house keeping staff were observed cleaning all areas of the home. This meant people could live in an environment that controlled and prevented the spread of infection as much as possible.

The manager and the lead housekeeper carried out joint inspections of their Infection prevention and control audits. This meant that there was a collective approach and accountability to ensuring continuous improvement in protecting people's safety.

Repairs were managed well and timeously to contribute to people's health and safety. There was increased maintenance staff, which allowed for an extra driver to support people out and about.

We observed people making use of the garden space to access fresh air and have comfort breaks. Staff had supported people to start planting of vegetables and were looking into agricultural therapy. This may lead to people feeling empowered and productive in their abilities and achievements.

How well is our care and support planned?

4 - Good

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

Quality Indicator: 5.1 Assessment and personal planning reflects people's outcomes and wishes

There was a good level of background and current information about who the person was and how they liked to be supported. People were involved in shaping their care plan which enabled them to choose their outcomes. If people were not able to verbally or cognitively participate in the plan, their relatives or guardians were involved. However, improvements should be made to ensure that all staff are familiar with people's care plans. This would ensure people received consistent care as stated in their plans.

Risk assessments were in place to support people and staff to make informed decisions whilst considering people's health and safety. Care plans were evaluated regularly at the end of each month. However, some improvements were needed relating to the evaluations being more meaningful rather than brief with no substance to it.

Daily care notes were mostly completed to record how people had been supported however, nurses and care staff recorded on separate systems. This meant people's information was not recorded in the same place and was hard to see at a glance what had been carried out. We discussed this with the manager who advised she would address this.

People's Guardianship orders were in place where necessary. This informed staff of the legal powers relating to specific areas of the individual life. As a result people could be confident that decisions would be made on their behalf by people who would act in their best interests.

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

Requirements

Requirement 1

The provider is required to make proper provision for social events, entertainment and activities which meet the assessed need and choice of people who use the service and are in line with good practice. The provision of activities must be clearly recorded within the personal plan or activity planner.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services), Regulations 2011 (SSI 2011/210): principle 3 - requirement about promoting respect and choice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: '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 requirement was made on 22 September 2023.

Action taken on previous requirement

Evaluation of action taken

Activities had improved all round in relation to both indoors and access to the outdoors. We saw pictorial evidence of pet therapy and the music therapy taking place, themed activities to go with celebrations, people doing small painting and seeing their work displayed. People appeared to get a lot out of this. There were plans in place to do more of the same and to seek further opportunities which people would enjoy or have asked for.

There was evidence of people accessing the community facilities such as the shops, pubs and clubs. People told how much they gained from this.

Staff worked hard to build people's confidence and self-worth by working towards their independence and life skills. Jodie attended meetings with the activities co-ordinators and discussed the pillars of meaningful contact and how they could plan and work towards these.

Met - within timescales

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
1.3 People's health and wellbeing benefits from their care and support	4 - 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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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