

Rivendell Care Service Care Home Service

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Unannounced

Completed on:
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Service provided by:
Rivendell Care Services Limited

Service provider number:
SP2007009286

Service no:
CS2007159904

About the service

What people told us

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 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 very good where strengths impacted positively on outcomes for people and outweighed areas for improvement.

We observed people being treated with compassion, dignity and respect and there were warm, encouraging and positive interactions between staff and those they supported. Effort was made to ensure that people's support was personal to them and people we spoke with told us they felt listened to and respected. Comments included:

'The staff are very good to me'.

'There are lots of things to do, I'm never bored'.

'They ask me if I'm happy and if there is anything I would like'.

People benefitted from a holistic assessment and their wellbeing was at the forefront of any decisions made. Communication with family members was excellent, family members we spoke with were confident that they would be notified of any changes to their relatives' health and presentation. This helped ease any concerns relatives had regarding their loved ones' welfare. The service sought appropriate support from allied professionals when needed and worked in partnership with other agencies for the benefit of people living at Rivendell. Good communication with other agencies and health professionals helps keep people well.

There was a focus on improving people's physical, mental and emotional health. Family members and visitors were welcomed and the service understood how important people's connections were. People were consulted about how they wished to spend their time. There were good links with the local community and a range of opportunities and activities for people to engage with and participate in. Activities included visits to the local tea room, the Birnam institute and trips further afield to Perth. Special events and dates were celebrated and in house entertainment included visiting storytellers, quiz afternoons, a baking club and Rivendell's own Strictly Come Dancing. We heard how the range of opportunities available encouraged meaningful connection and had a positive impact on people's lives.

Management were proactive in keeping people mobile and reducing the risk of falls. In doing so they had recruited an inhouse physiotherapist with the aim to increase and maintain peoples mobility. This had reduced the number of falls, risk of injury and hospital admission and improved the health outcomes for people living at Rivendell.

Mealtimes were a calm and sociable affair, meals were freshly prepared and nutritious. People's individual dietary needs and preferences were catered for. If someone didn't like the choices on offer, they were offered an alternative. People chose where they wanted to sit and they had access to fluids and snacks through out the day.

We carried out an audit of the service's medication system and made an area for improvement. We discussed with the manager how medication protocols could be improved, these suggestions were readily accepted.

Areas for improvement

1. People should be confident that there are effective systems in place for the safe and effective management of medication. To achieve this management should provide additional learning for staff on the storing and recording of medication, and use of as required medications.

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

'Any treatment that I experience is safe and effective' (HSCS 1.24)

'I have confidence in people because they are trained, competent and skilled' (HSCS 3.14)

How good is our leadership?

5 - Very Good

We evaluated the services overall performance in this key question as very good, there were significant strengths in the services quality assurance and evaluation processes that supported positive outcomes for people living at Rivendell.

There were a range of measures in place to assess quality across the service. These provided good oversight of what was working well and where improvement was needed. There were clear processes in place to manage any concerns and the service made appropriate notifications to the Care Inspectorate and other relevant bodies as required.

We saw that there were regular planned meetings and that staff were kept informed of matters pertinent to their role. This ensured staff had access to up to date guidance and best practice. People were encouraged to contribute to the development of the service. The service was open to feedback and actively sought the views of residents, their families and the staff team. This helps people feel valued and respected.

The manager demonstrated concern for staffs wellbeing and there were a range of initiatives in place to acknowledge and support staff. These had helped retain a consistent staff team and demonstrated a proactive approach to ensuring people were supported by staff who were familiar to them and were knowledgeable of their needs. Staff we spoke with told us that the management team were supportive and families we spoke with told us that communication was very good. They spoke positively about the manager and were confident that any questions or concerns would be addressed promptly.

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 people. We evaluated this key question as very good.

People could be confident that staff had been recruited safely with appropriate identification checks and references obtained prior to them commencing employment. A planned induction period which included shadowing existing staff supported new staff to settle in to their role. Staff had access to a range of mandatory training, delivered both online and in person. Those we spoke with had a clear understanding of their role and responsibilities and told us that any training they requested was made available to them. We saw instances where specific training had been undertaken to align with residents health needs, and there were systems in place to record and monitor the training undertaken and when refreshers were due. This helps ensure people are cared for by a staff team that have the appropriate knowledge and skills.

Regular team meetings were taking place, this ensured staff were kept up to date with changes in the service, as well as changes to policy and guidance. Staff supervision and appraisals were up to date and supported positive and constructive feedback. This is important in enabling staff to consider their impact on the lives of those they support.

At the time of the inspection the service was operating with a full complement of staff and staffing rotas were informed by the complexity of people's individual care and support needs and the skill mix of staff. This meant that people were supported with their emotional and social needs as well as their physical needs.

How well is our care and support planned?

4 - Good

We found important strengths that had a positive impact on people's experiences and outcomes and clearly outweighed areas for improvement. We evaluated this key question as good.

People's personal care plans should be right for them because they set out how their needs will be met as well as their individual wishes and choices. Since our last inspection, the service had worked hard to update and improve documentation related to peoples needs and support. We reviewed a sample of support plans and overall these reflected a detailed level of knowledge about people's needs, and preferences. People's plans contained individual risk assessments and from those we sampled we saw that risk assessments and support plans were reviewed and updated regularly. This meant that the care and support being delivered was representative of people's current needs.

We saw written evidence of people families and their representatives being consulted and those we spoke with told us they were involved in care reviews. This enabled relatives to be involved in a meaningful way and give feedback in support of their loved one.

Contacts for relevant health professionals and family members were noted in plans, this meant that the appropriate people could be quickly contacted if issues arose.

It was positive to see that in addition to documenting people's support needs, the service had adopted a strength-based approach that reflected people's abilities and actively sought to promote people's independence. We also saw some very good examples of anticipatory and end of life care plans that captured people's future wishes. This helps ensure that people are supported to live well right to the end of their life. Work to bring everyone's support plan up to the same standard was ongoing and we look forward to reviewing these at our next inspection.

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

Requirements

Requirement 1

In order to support a safe environment for people, the provider must by 18 March 2022 ensure that:

there are robust quality assurance checks in place and that cleaning and infection control practices are being carried out effectively to reduce the potential spread of infection

areas of responsibility and accountability are clear, and staff are competent in quality assurance and recording systems. A more systematic approach to such matters assists people to keep safe and well.

This is in order to comply with Regulation (4) (1) (a) Welfare of Users of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011 (SSI 2011/210).

This ensures care and support is consistent with the Health and Social Care Standards, which states that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19)

This requirement was made on 7 February 2022.

Action taken on previous requirement

The manager had implemented a range of audit and quality assurance processes to ensure good oversight of all aspects of the service. This requirement has been met.

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 service should make sure that communication systems are improved to ensure that all information appropriate to people's health and well-being needs are shared accurately and promptly between staff.

This ensures care and support is consistent with the Health and Social Care Standards which state that 'I am supported and cared for by the people I know so that I experience consistency and continuity'. (HSCS 4.16)

This area for improvement was made on 7 February 2022.

Action taken since then

Communication between staff had improved with regular meetings, handover between day and night shift and daily discussions around people's health and wellbeing taking place. 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	5 - Very Good
1.2 People get the most out of life	6 - Excellent
1.3 People's health 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
3.1 Staff have been recruited well	5 - Very 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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