

St. Ronan's Care Home Care Home Service

Maxwell Street
Innerleithen
EH44 6HS

Telephone: 01896 830 625

Type of inspection:
Unannounced

Completed on:
13 August 2024

Service provided by:
Scottish Borders Council

Service provider number:
SP2003001976

Service no:
CS2019378041

About the service

St. Ronan's Care Home provides residential and short-term respite care for older people. The home is registered to provide support to a maximum of 25 people.

At the time of inspection there were 22 people living in the home and three people were staying for a short respite break.

The home is situated in the Scottish Borders town of Innerleithen and is very involved within the local community.

Accommodation is all on the one level with four units - Leepen, Caddon, Caerlee and Plora - based around a larger communal area known as Bon Accord.

Each unit has a small self contained kitchen, dining and sitting areas. Bon Accord is where people can meet for main meals and social interaction.

There are large fully enclosed gardens accessible from each unit.

The home is within walking distance to the local barbers, hairdressers, cafes and various shops in the town.

The service provider is Scottish Borders Council.

About the inspection

This was an unannounced inspection which took place on 30 July 2024 between 09:00 and 14:30. Our visit was then followed by time examining evidence remotely and having discussions via phone with relatives and staff.

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, two of their relatives and staff at our visit
- considered feedback of completed and returned MS Forms questionnaires from supported people, relatives, staff and health and social care professionals
- observed practice and daily life
- reviewed documents.

Key messages

- People told us they felt safe and valued in their home.
- There was a very positive culture to ensure people had opportunities to have a good day.
- Staff were warm, caring, respectful, motivated and knew people very well.
- People's health and wellbeing was monitored well. Where concerns were identified referrals were made to appropriate professionals in a timely manner.
- Management had very good oversight of those living and working in the home.
- We made some suggestions which would further improve oversight and outcomes for people.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found the service had begun to use self-evaluation, however, further work is required to develop this approach to support improvement.

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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	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

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

A relative told us of the atmosphere at St. Ronan's being '*welcoming and at ease*' and staff described to us as: '*kind and natural in their way of being*' which is what we found at our visit.

People told us they enjoyed living in their home and felt safe, valued and listened to. Staff knew people very well and one visiting professional told us, '*how attuned staff are to the residents and their needs.*'

There was a new part time activity coordinator in post who had developed various activity action plans and had started to evaluate how interactions were improving outcomes for people. However, the encouraging ethos at St. Ronan's was not for one person, but for all staff to be part of ensuring people had a good day through meaningful interaction and engagement.

People were relaxed and enjoyed the company of staff who involved people with daily tasks, for example: setting the table, putting their hair in rollers or going to the town for some personal shopping. These were always completed with a natural, happy attitude.

People were free to move around the home and access the garden area at their chosen time, or to visit other units to see friends or listen to music of their choice.

Following staff development in 'My Home Life', people's life stories were being collated to spark meaningful memories and good conversations. This gave people a sense of recognition, of being alive and of being present.

One relative told us: '*staff are encouraged to really make the residents' lives meaningful and to provide them with daily stimulation and quiet chats*' whilst another told us, '*There have been plenty of beautiful interactions that I have witnessed*'.

People told us they enjoyed their meals and the wonderful celebration cakes which were made. We saw people being supported well at mealtimes and there was good guidance to eating well and nutritional care held within individual care and support plans.

A relative told us: '*a totally committed and dedicated care staff team who manage all residents with a person centred approach.*'

Staff knew people well which meant they were able to identify any changes to a person's presentation and quickly refer to a health professional if required.

A relative told us: '*the staff treat my loved one like their own family and they know when they are happy or if something is bothering them*'.

One visiting professional confirmed this and told us: '*they reach out for support on specific issues quickly*'.

All health and wellbeing needs were monitored closely through recording of various daily charts and communication at handovers.

Although these were recorded well, there were some gaps. Management had identified these issues themselves through good auditing processes and alongside regular discussions with staff had changed some forms to be more relevant to the task.

A relative told us: *'our loved one's speech has improved since moving in and as they are more active, the swelling has gone down in their legs.'*

Overall medication administration was managed well. We advised adding an addition audit to ensure new medication details match information held within the person's support plan.'

How good is our leadership?

5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

A new management team brought a positive culture which was adopted into everyday life for those living and working in the home. One person told us: *'there is very strong leadership from the management team at St. Ronan's. They are very approachable in all aspects of my care.'*

Various detailed quality assurance systems gave very good oversight of care and support being provided well. These systems enabled management to continually learn and improve which they did proactively.

We advised of a few areas within systems which would further enhance the triangulation of information audited.

A new organisational training recording system had been introduced. This had not been straightforward and meant the ability to identify up to date training completed by staff was not easy to access. However, we could see from various other training records and certificates, staff training was taking place.

Staff had dedicated one to one supervision which happened regularly. This gave staff time to reflect on their responsibilities and their professional development. Ad hoc supervisions took place as and when needed to give support or reflect on work practices.

Numerous meetings took place including with those living within the home. These were in the form of a 'tea and coffee catch up' with the manager. These meetings and completed surveys fed into an improvement plan for the home. These meetings identified management as being responsive to feedback and who used this learning to drive for further improvements for people.

A visiting professional told us: *'the manager and assistant managers have a very approachable way to working and are totally committed to their residents and staff.'*

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

People could be confident staff were recruited safely with all pre-employment checks completed prior to the staff member starting employment.

Ongoing recruitment was taking place for new staff to join the team.

A visiting professional told us: *'during a visit I spoke with a new staff member, they shared how much they had been welcomed into the team.'*

At the time of the inspection visit, there were sufficient staff on duty to meet people's needs. This included flexible staff, not allocated a specific unit, who were deployed depending on the needs of people on the day.

Agency staff were being used, however, management ensured the use of consistent agency staff as often as possible. This enabled continuity for people living in the home and for the staff team.

Staff were motivated and although some told us more staff were needed at times, they felt very supported in their role.

Staff had time to provide care and support with compassion and engage in meaningful conversations and interactions with people.

One person told us: *'All staff go out of their way to make sure I am well cared for, as I am sure they do for all other residents at St. Ronan's.'*

Some relatives told us: *'Throughout my relatives time at St Ronan's they have had a great quality of life and even though their dementia is advancing they are happy, safe and loved by all of the staff.'*

'They all do an excellent job. Showing a passion for their vocation.'

How good is our setting?

5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

St. Ronan's Care Home was bright and welcoming and the layout enabled easy access to each unit. People were relaxed in their surroundings and were free to move around and visit friends or to access and enjoy the large garden areas and feed their own chickens.

Bedrooms were personalised with people's own belongings and were clean and tidy.

The main communal area was used differently throughout the day. A social space for mealtimes, a cinema space, games space, dance hall space with a bar or just for relaxing and chatting with family or other residents.

Maintenance checks of the fabric of the building, equipment used and cleanliness were in place and monitored well. These checks meant people could be confident their home was safe to live in.

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

Care and support plans sampled held detailed, personal information and guidance to support the person well. This included where people chose to maintain their independence in areas of their care and support. Risk assessments informed of best practice to minimise any risk identified.

People's health conditions were within their plan. We advised adding to this to say how this impacted on the person's health and to give staff a clearer understanding of how to support the person well.

Any changes to plans were updated timeously. Regular auditing identified if an update had not been included and an action would be put in place to ensure this was rectified.

People and their relatives were involved in more formal reviews of their plans.

One visiting professional told us: *'staff are very careful about following care plans and I have found plans to be updated quickly when required.'*

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

Personal plans should accurately reflect care provided and give clear instruction to all staff including agency staff. To achieve this:

the personal planning process should be used to improve people's experiences and outcomes taking account of what matters to them.

the quality of people's care and support is evaluated and action taken to make any necessary improvements.

that planned support is accurate and fully implemented when people have specific health needs including, in stress and distress, communication, pain, falls, moving and handling, nutrition and skin care.

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

1.19 I experience high quality care and support based on relevant evidence, guidance and best practice and
4.27 I experience high quality care and support because people have the necessary information and resources.

This area for improvement was made on 9 June 2022.

Action taken since then

Care and support plans had been fully reviewed and updated. They were clear to follow and contained very good information to support people well.

This area for improvement had been met at this inspection. See key question 5 for more information.

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 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?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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