

Beech Manor Care Home Care Home Service

Golf Course Road
Blairgowrie
PH10 6LJ

Telephone: 01250 877 980

Type of inspection:
Unannounced

Completed on:
13 June 2024

Service provided by:
Renaissance Care (No1) Limited

Service provider number:
SP2011011731

Service no:
CS2018369765

About the service

Beech Manor is a purpose-built care home located in a quiet area of Blairgowrie. The home has 45 en-suite bedrooms over two floors. Each bedroom has patio doors providing access to either the garden or a veranda. The landscaped garden is well maintained, secure and accessible with seating areas and raised beds. There are a range of communal areas across each floor including dining areas, lounges as well as a bar on the ground floor.

Renaissance Care state on their website, 'We believe that our homes thrive when our people are happy, therefore, we strive every day to make our homes filled with love, laughter, care and support'.

About the inspection

This was an unannounced inspection which took place on 7, 10 and 11 June. 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 4 people using the service and 6 of their family/friends/representatives.
- Spoke with 11 staff and management.
- Observed practice and daily life.
- Reviewed documents including surveys, completed by staff, people using the service and family members.
- Spoke with visiting professionals.

Key messages

- The home had a relaxed and welcoming atmosphere.
- Staff were good at developing meaningful relationships with people.
- Leaders were highly knowledgeable about the aspects of the service which required improvement.
- People were supported to be physically and socially active and stay connected to their community.

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?	4 - 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 made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths had a significant positive impact on people's experiences.

People benefitted from comprehensive holistic assessments. People's changing needs were regularly reviewed. This meant that their health needs were responded to and people received the right care from the appropriate health care professional.

People were able to enjoy a wide range of activities and stay connected to the local community. People were encouraged to be physically active. The proactive approach the staff team had taken in relation to physical activity had helped reduce the number falls people experienced in the home and helped to maintain people's health and wellbeing. It was positive to see that people who were frailer and spent most of their time in bed had their needs considered and the service had invested in sensory activities to provide opportunities for interaction and stimulation.

Palliative and end of life care was managed in line with the person and their family's needs and wishes. Plans were in place to support this and staff described the care and support they provided to the person and their family during this time, to ensure that they were comfortable and symptoms were managed effectively.

People enjoyed a tasty, varied and well-balanced diet in an unhurried and relaxed atmosphere. Mealtimes could be further developed to enhance the social experience for some people, this was recognised by the service as an area for further development and plans were in place to refurbish the dining areas to support this.

People had access to drinks and snacks throughout the day and enjoyed the 'snack' trolley. Food and fluid intake was recorded where there was an identified need. We noted that the service's electronic recording system was not easy for staff to monitor fluid intake easily and the provider agreed to improve the system.

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

Staff continually evaluate people's experiences to ensure that, as far as possible, people living in the care home were provided with the right care and support in the right place to meet their outcomes. People's experiences were evaluated as part of the review process and recording of wellbeing. Surveys had been done with people using the service and their families and people's views and experiences contributed to the service's improvement plan.

The manager had empowered members of the team to become involved in quality assurance processes, this promoted responsibility and accountability. The provider had a comprehensive range of quality assurance processes that helped to ensure standards of good practice were adhered to.

Staff practice was observed and reflective supervision supported staff's individual development. Staff told us that they felt supported at work and that the training they received enabled them to do their job.

The leadership team demonstrated a clear understanding of what was working well in the service and where improvements were needed. There were clear systems for monitoring standards of care including, clinical and care governance. This meant there was effective oversight of people's changing needs.

How good is our staff team?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed the strengths had a significant positive impact on people's experiences.

People living in the care home and staff benefit from a warm atmosphere because there are good working relationships. There was effective communication between staff and good staff morale. Staff appeared motivated and proud of their work. Staff were positive about their induction and training.

At our last inspection, the service was having challenges recruiting and retaining staff and this had impacted on having sufficient staffing levels. The service had been successful in recruiting more staff to the team, including attracting back some staff who had left. Although there were a couple of vacant posts this was managed using agency staff.

During the inspection, we saw that staffing arrangements meant that staff had time to provide care and support with compassion and engage with meaningful conversations and interactions with people. Staff told us that sometimes sickness absence had an impact on staffing levels, although staff helped out by doing extra shifts, there was occasions where cover was not available and this impacted on the time people had to spend with people.

Staffing levels were assessed taking into account people needs and using professional judgement. We did have some feedback from families about the difference in staffing levels at the weekend. Although care staff were the same number across the whole week, other staff such as wellbeing staff were not available at weekends. We asked the provider to continue to monitor staffing over the weekend to ensure that people have the right level of support to meet people's wellbeing needs.

The service had adjusted some shift start times, to reflect the fact that there were a lot of people living in the service who preferred to get up earlier in the morning. This supported people's choices and helped maintain their preferred routine.

How good is our setting?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed the strengths had a significant positive impact on people's experiences.

Beech Manor is a spacious building with lots of natural light and access to outside. People can go outside independently because the garden area is safe, accessible, well-kept and welcoming. People living on the first floor can also access outside via the veranda. People's bedrooms were personalised with their own furniture and belongings. People were supported to use technology and voice activated devices were available for people, to access preferred music or radio stations independently in their rooms.

People were encouraged to be physically active, however the environment did not support people to maximise their independence when moving around corridors as there were no hand rails to provide support or rest stops. This meant people, who may lack confidence walking independently, were reliant on staff to provide them with support. We were assured that this had been recognised by the provider who advised us of the planned programme of refurbishment, where handrails were to be installed and rest stops made available in the corridors.

The refurbishment of Beech Manor was just about to commence and we look forward to seeing the improvements, that will promote people to maintain their mobility and independence.

How well is our care and support planned?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths had a significant positive impact on people's experiences.

The provider used an electronic care planning system. Care plans were written in a way that promoted people's dignity and supported people to make choices. People's plans contained essential health information as well as reflecting their needs and wishes. Plans identified people's outcomes and contained valuable information about a person's life history, which supported staff to recognise people as individuals. Plans were regularly, reviewed, evaluated and updated and relevant professionals were involved.

An assessment tool being used to help inform activities and wellbeing. These assessments recognised the persons needs and abilities and supported staff to tailor activities and sensory experiences to meet those needs.

People's care and plans contained good information, to help guide staff to deliver people's care and support. We encouraged the provider to consider how to make some elements of the person's plan more personalised to ensure that the information is more meaningful.

People's plans were regularly reviewed and people views were included in those reviews. Supporting legal documentation was in place and supported people's rights. Anticipatory care plans were in place, however some were quite brief. We discussed the importance of having meaningful conversations with people and their families to ensure that people's preferences are clear, so that the care team know what is important to them and their wishes for the future.

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

Requirements

Requirement 1

In order to ensure that people within the service are provided with the correct care and support, based on their needs and choices, staffing levels must be raised. This will mean ensuring an adequate number are recruited (to designated roles) to ensure that all areas of the provision are adequately staffed. By 2 December 2022 the provider must review the staffing establishment, including newly appointed staff and what vacancies still exist and illustrate that the numbers are sufficient.

This is to comply with The Social Care and Social Work Improvement Scotland (requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 4 (1)(d)- Welfare of users. Also to comply with the Scottish Social Service's Code of Practice for all social service workers.

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

"My needs are met by the right number of people". (HSCS 3.15) and "People have time to support and care for me and to speak with me". (HSCS 3.16)

This requirement was made on 7 February 2023.

Action taken on previous requirement

Staffing levels were assessed taking into account safe staffing and people's needs. The service was fully staffed in relation to most posts other than nurses and agency nurses were used to cover shifts. The service had made considerable progress in relation to staffing. Recruitment was ongoing and we were satisfied that this requirement had 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 undertake a fully consultative exercise to compile a service development plan. The Care Inspectorate document 'Self-Evaluation and Improvement' (September 2019) was sent to assist in this process.

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

"I can be meaningfully involved in how the organisations that support and care for me work and develop". (HSCS 4.6) and

"I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership". (HSCS 4.7).

This area for improvement was made on 6 October 2022.

Action taken since then

The leadership team has undertaken a self-evaluation of the service, using the Care Inspectorate's Quality Framework for Care Homes for Adults and Care Homes for Older People. The provider has an Inclusion Strategy that includes, monthly resident meetings as well as regular surveys of residents and their families. This information helps to inform the service development plan.

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
1.3 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?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	4 - Good
4.2 The setting promotes people's independence	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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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