

McGonagall House Care Home Service

79-85 Rosebank Street
Dundee
DD3 6PG

Telephone: 01382 221 090

Type of inspection:
Unannounced

Completed on:
22 August 2024

Service provided by:
Rosebank (Dundee) Limited

Service provider number:
SP2017012954

Service no:
CS2017358773

About the service

McGonagall House is an Enhance Healthcare nursing home. It is a modern purpose built home on two floors, located near the centre of Dundee. It provides accommodation and specialist care and support for up to 31 people who have experienced alcohol or drug related brain damage, which prevents them from living independently within the community. Resident's rooms all have en-suite toilet and shower facilities. There were communal lounges; dining areas; a games room; a garden area and a newly completed relaxation room and hairdressers. There were local shops and community facilities close by.

About the inspection

This was a first inspection which took place on 12, 13 and 14 August 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 four of their family and representatives
- spoke with 13 staff and management
- observed practice and daily life
- reviewed documents
- spoke with two visiting professionals.

Key messages

- This was a well led service, providing specialist person-centred support to residents.
- People's support plans set out how their support needs would be met, as well as how their wishes and choices would be respected.
- There was a range of meaningful activities for people to participate in, although fewer opportunities were available at the weekends.
- The provider had invested in a programme of improvements to the facilities within the care home as well as to the fabric of the building and garden area.
- Staff had undertaken a range of relevant training, which had enhanced their knowledge and improved the support they provided to people.
- Staff told us that their managers were knowledgeable, supportive and approachable.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had an effective and well completed self-evaluation that was reflective of our findings.

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 staff team?	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 evaluated how well the service supported the health and well-being of people experiencing support and overall concluded that the performance of the service in this area was very good. We identified that there were very few areas for improvement and those that did exist had a minimal adverse impact on people's experiences and outcomes.

People's care and support should be right for them, set out how their needs will be met and how their wishes and choices will be respected. Care and support plans included all relevant information about people's care needs and health conditions and how these should be managed. Risks assessments were relevant to people with alcohol related brain damage. They identified the possible factors which might result in people relapsing into drug or alcohol use; what impact this might be on people's health and well-being and what measures should be taken to manage risks.

It is important that people have meaningful things to do that improve their quality of life and have a positive impact on their physical and mental health and well-being. There was an activities planner and residents told us that they were consulted regarding what activities were available. There was a variety of on and off activities, for example arts, creative activities and relaxation sessions, such as yoga and meditation. There were baking and cooking activities, which enabled resident to learn new, or retain their existing, skills. We heard from a few residents that at weekends there were fewer activities available. The service intends to appoint a second activities coordinator, which should enhance this area of the service.

The service's leaders understood the loss people often experience when they can no longer live independently in their own homes. In response we found that the service had made McGonagall House more homely. The service had made significant improvements inside the home and in the garden area. The communal areas and corridors were decorated in a contemporary style. The activities room had also been re-decorated and there was new and refurbished games and equipment available. There were additions of a new hairdressers and a relaxation room, with a nautical theme, as chosen by the residents. The garden area had been tidied and much thought had gone into how to soften an essentially hard constructed area. All of these additions were imaginative and completed to a high standard.

We looked at a sample of the service's medication administration records. We found that the service's policy and procedures were clear and well written. All of the staff who supported people with their medication had been trained to do so. We found some minor clerical errors in medication records and one error in the administration of a single medication. Notwithstanding we found that people were being given the right medication, at the right time and therefore we were confident that people were supported with their medication safely. We suggested to the manager that they ensure medication auditing processes were as robust as they could be in identify errors swiftly.

Professionals from other agencies told us that many aspects of the services performance had improved. They commented on improvements to the fabric of the premises and the facilities available within the home. They knew that there had been a drive to update and enhance staff training. They found that staff were knowledgeable about people's care and medical needs and support was person-centred. They told us that staff were good at communicating with them.

How good is our staff team?**5 - Very Good**

We evaluated how good the service's staff team was and overall concluded that the performance of the service in this area was very good. We identified that there were very few areas for improvement and those that did exist had a minimal adverse impact on people's experiences and outcomes.

We found that the service had recruited in accordance with safe recruitment practices. We saw that staffing levels were generally good. A member of nursing staff was always on duty in the home or available in the provider's other near by Dundee based nursing home.

We found that people had built trusting relationships with the staff who cared and supported them. We observed warm and friendly interactions between staff and residents and we saw that staff treated people with compassion, dignity and respect. When we spoke to staff, they were enthusiastic and motivated to provide good support to people. Staff did not appear rushed when it came to providing day to day support. Residents told us that they felt safe and they were very well supported and cared for.

People should have confidence in the staff who support them because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. We found that the service valued the professional development of staff in all aspects of care and support. Staff were encouraged and required to attend training courses. Staff told us that training had enhanced their knowledge and improved their skills. Staff had a clear understanding and awareness of the specific support needs of the residents.

Staff received regular supervision. We found that some aspects of the supervision record were basic. However, we learned that a new format for supervision was to be introduced, which aimed to make supervision a more reflective learning process for staff. We were encouraged by this because it should help staff develop and enhance the quality of support they provide.

Staff said that their managers provided leadership, they were knowledgeable, supportive and approachable. Staff felt that the service invested in them in terms of training and support. In general staff said that they felt valued by the leadership and they were part of a mutually supportive team.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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.