

# Innis Mhor Care Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
28 August 2024

**Service provided by:**  
Parklands Highland Ltd

**Service provider number:**  
SP2012011901

**Service no:**  
CS2012310801

## About the service

Innis Mhor is a care home for older people situated in a residential area of Tain. It is close to transport links, shops and community services. The service provides care to up to 40 older people.

Accommodation is arranged over two floors, in single bedrooms with en-suite shower facilities. There are three units, two of which are located on the ground floor, with a third unit located on the first floor. Each unit has a lounge, dining room and small kitchen area. There is an accessible, safe, secure garden, which provides outdoor space for people living there.

## About the inspection

This was an unannounced inspection which took place over three days, these being Thursday 1 August, Friday 2 August and Friday 16 August 2024 between the hours of 08:00 and 18:30. 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; additionally we received 10 survey responses back from relatives;
- spoke with nine staff and management; additionally we received back 22 survey responses from staff;
- observed practice and daily life;
- reviewed documents; and
- surveyed and spoke with external visiting professionals.

## Key messages

- People were well cared for.
- Staff were kind and compassionate.
- Managers and leaders knew the service well.
- Activities were planned on a regular basis.
- People enjoyed their food.
- 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 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 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.

We saw staff interacting kindly with people. There was kindness, compassion, and respect in all interactions we saw. Staff were welcoming and approachable. People told us they felt safe, valued, listened to, and staff treated them with dignity and respect. People told us:

- 'Staff are very kind to me; they look after me well'.
- 'The food is exceptional here; I wouldn't be able to complain about it at all'.
- 'I'm quite comfortable here'.

Relatives were similar in their views. Relatives told us:

- 'It is 200% here. I am well informed with changes'.
- 'We are happy with the care Dad gets'.
- 'I can't fault the care and support I see'.

People were receiving care and support which was based on relevant guidance and practice. Staff were skilled and knowledgeable and made the right decisions when to refer to external health professionals. External health professionals told us:

- 'Communication is usually very good'.
- 'Innis Mhor practice entirely person-centred holistic care - they are truly fantastic at supporting their residents well'.

Staff offered people snacks and drinks throughout the day. Meals were of a high quality. The chef regularly sought feedback from people about the food they were offered. This included when the chef had tried new dishes, or when there was a themed day. People enjoyed their food.

Activities staff ran a varied programme of activities, these included group and 1-1 opportunities. When we inspected the service was hosting their T in the Parklands outdoor festival. People were out enjoying music, food, and meeting up with friends and family.

Staff completed health-based assessments regularly and they used these to help inform people's care and support. People's personal plans reflected up to date information. Staff supported people with various health-based needs and sought support from external professionals appropriately.

Staff managed people's medication using a system of paper medication records. We reviewed these records. We decided there was room for some improvements and asked the managers to self-evaluate their medication to support those improvements.

**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 routinely evaluated people's experiences, to ensure the care and support they offered was right for them. Staff discussed changes with people, or their family, some who acted as legally appointed guardians.

Leaders involved other staff in the service's comprehensive quality assurance processes. Leaders were using effective methods to self-evaluate the service. The provider supported self-evaluation and improvement, with support to the management team within the care home. Management and staff demonstrated clear understanding of what was working well and what improvements were needed. This was reflected in the service improvement plan.

Leaders were visible within the care home and offered support to people and staff. This enabled those regular opportunities to evaluate how things were going for people.

People were confident in offering feedback and raising concerns about the service. They felt confident that concerns would be listened to.

The management team considered all incidents to identify any learning opportunities or additional safeguards to minimise the likelihood of things happening again. We were confident in the service's capacity to improve and the management team demonstrated this during our inspection.

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

The management team completed a staff rota which ensured there was an appropriate skills mix, the right numbers, and effective deployment of staff. This meant the right number of staff were working at all times to meet people's needs.

The manager completed a comprehensive dependency tool, which offered a clear rationale for the decisions they were making about staffing. Staff had an awareness of the dependency assessments, and managers should continue to develop how they involve others further in the assessment process. Overall, this meant leaders were continually assessing and adjusting staffing, when these were necessary, for example, with end-of-life support to someone.

People living in the care home and staff benefited from a warm atmosphere because there were good working relationships. Staff were clear in their roles and responsibilities. They were flexible, supporting each other to work as a team to benefit people.

Staffing arrangements allowed staff to offer more than basic care needs. Other staff complemented this, for instance housekeeping, kitchen, and activities staff. Staff had time to provide care and support with compassion and were able to engage in meaningful conversations with people. These interactions were observed throughout our inspection. This meant all staff were aware of their responsibilities in providing support to people living there.

## How good is our setting?

**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.

People benefited from a care home which was designed to provide high quality care and support, and this took account of good practice guidance. People were able to choose from a variety of places to spend their time. These were a mixture of private or communal spaces through the care home. People's bedrooms were spacious, and all had an en-suite shower room for their convenience.

The environment was warm, comfortable, with plenty of light, fresh air, and appropriate space to meet the needs of people. The maintenance team made sure the care home was well maintained, and this included updating of furnishings, or decoration when the need arose.

People benefited from group living in an appropriate number, which took consideration of the space and layout of the units. The provider made sure the right equipment was available to support meeting people's needs.

Staff kept the care home clean, tidy, and free from odours. This was supported by robust cleaning schedules. Staff were clear on their roles and responsibilities in this area.

People could access the well maintained, safe and secure garden independently, or with staff support.

## How well is our care and support planned?

**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.

Leaders and staff were using personal plans to deliver care and support effectively. Staff updated people's personal plans regularly, which included when their needs had changed. This was because they had clear processes in place for evaluating continuously people's needs against their personal plans.

Staff kept people's health-based assessments up to date in their personal plans, to ensure their plans were reflective of people's health-based needs. We found personal plans reflected people's rights, choices and wishes. They were person-centred, including information on people's preferences, likes and dislikes, which gave us a sense of the person being supported.

Leaders had reviewed people's personal plans and used self-evaluation to develop personal plans further. People and their relatives felt they had been involved in their personal plans, for instance with regular reviews, or by being kept up to date if changes were needed.

People's personal plans included details of their legal arrangements where these were in place; they covered people's wishes for their on-going health, should their health deteriorate. Staff had captured those important wishes within people's personal plans, involving the person's relatives.

We found risk assessments were positive around risk, and proactively encouraged safe risk taking where this was appropriate.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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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