

Blackfaulds House Nursing Home Ltd Care Home Service

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Falkirk
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Telephone: 01324 861 406

Type of inspection:
Unannounced

Completed on:
3 October 2024

Service provided by:
Blackfaulds House Nursing Home Ltd

Service provider number:
SP2003002442

Service no:
CS2003010615

About the service

Blackfaulds House Nursing Home is registered to provide care to 25 Older people. The provider is Blackfaulds House Nursing Home Ltd. Blackfaulds House is situated on a bus route between Bathgate and Falkirk within proximity to Westfield, Avonbridge and Armadale in West Lothian. At the time of inspection there were 21 people living in Blackfaulds House.

The service is a former farmhouse and is set in pleasant, landscaped gardens to the front and side of the building. Accommodation is all on one level and parking facilities are available. Bedrooms are mainly for single occupancy, with the exception of four which have the capacity to provide shared accommodation for two people. Most bedrooms have en suite shower rooms. There are also communal toilets and two assisted bathroom/shower rooms available for residents. There are kitchen facilities and a staff room in the building. Laundry amenities are in a separate building within the grounds.

There are two sitting rooms and a dining room for residents' use, as well as a Hub within the grounds where residents can enjoy time with their family or celebrate special occasions.

The service aims and objectives include:

"To provide a quality of life which enables residents to retain their independence, identity and sense of value and to provide physical and emotional support to residents, family/friends while involving relatives and friends in day-to-day affairs of the residents."

About the inspection

This was an unannounced inspection which took place on 2 and 3 October. 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 six people using the service, spent time with others and spoke to eight relatives
- received feedback via a survey from six people and five relatives
- spoke with eight staff and management and received feedback via a survey from 20 staff
- observed practice and daily life
- reviewed documents
- received feedback from two professionals who visit the home.

Key messages

- People experienced care and support with compassion, and felt listened to and valued.
- People benefitted from opportunities to connect with and contribute to their local community in creative and imaginative ways.
- Staff were deployed effectively and worked well together.
- Communication with people, relatives and health professionals was very good.

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

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| 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 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 experienced care and support with compassion because there were warm, encouraging, positive relationships between staff and people living in Blackfaulds House. This supported people to achieve their individual outcomes. A relative told us, *"Staff are great with [my relative]; they're all lovely. They are respectful and treat her with dignity"*.

People felt respected and listened to because their wishes and preferences were used to shape the way they were supported. People and their relatives were regularly asked for their feedback and the service used learning from feedback to inform their self-evaluation and service improvement plan. People all told us that they were happy with the care and support they received. One person said, *"I feel I am very well cared for here and I am happy"* and another person told us, *"Staff are always pleasant and kind"*.

People experienced support that promoted independence, dignity, privacy and choice. They felt connected, and regularly had fun. Social bonds were strengthened because the support they received enabled people to build and maintain meaningful relationships with others both within and outside of the care home. There were opportunities to connect with and contribute to local communities in creative and imaginative ways, including themed events with local nursery and school children and involvement in community events.

The Hub in the grounds of Blackfaulds House was regularly used for special occasions and for families to spend time with their loved ones. Relatives told us, *"They go outside whenever it's nice and have barbeques and day trips out"* and *"They take [my relative] out into the garden and they sometimes have lunch out there"*.

People benefitted from regular interactions and engagement with staff. This included encouragement and resources to take part in meaningful activities which provided opportunities for people to feel included and attached to others. This promoted people's sense of wellbeing. Relatives told us that staff knew people well. One relative said, *"When you come in to visit it's like a family - they all know my relative and they know me"*.

People's rights were respected and support was personalised and outcomes focused. People's wellbeing and sense of worth was enhanced by staff who were knowledgeable about and valued diversity. Where people's behaviour may be seen as challenging to others, staff provided sensitive support to reduce the impact.

Where relevant, people, their families and professionals, were involved in a holistic assessment of their needs in a meaningful way. This informed the care and support people experienced. Where there were identified changes to people's support needs, appropriate measures were taken to address these. Relatives told us that relevant health professionals were involved whenever this was appropriate and that they were kept well-informed. One relative said, *"They phone us if there's anything at all and if they feel she needs to see a GP it happens right away"*.

People experienced high quality care and support as result of strong multi-agency partnerships. Professionals told us, *"The nursing home have a good professional relationship with the GP practice"* and

"They ensure opportunities to go out in small groups are promoted. Although making that decision may be difficult for the resident, they enjoy this and are settled; mental health is positively impacted on by strategies thought about and acted on by the staff team".

People benefitted from a comprehensive holistic health assessment, screening, and care and support based on good practice and evidence-based guidance. There was a robust medication management system which adhered to good practice guidance. People's medication was regularly reviewed to ensure it continued to meet their identified health needs. This meant that people experienced care and treatments which were safe, effective and in line with their wishes and choices.

People were encouraged to move regularly and remain as active as they could be, including using outdoor space where possible. The service promoted a person-centred approach to managing and preventing falls and fractures. This meant that people's wellbeing, mobility and confidence were enhanced.

Palliative and end of life care was managed in line with the person and their family's needs and wishes. The principles of care at this time in life were anticipated and plans were agreed and in place to provide high quality comfort, care and support.

People's wellbeing benefitted from an approach that enabled a healthy attitude to food and drink. Staff shared information appropriately when they observed changes in people's eating and drinking and there was a system in place to ensure regular access to drinks, meals and snacks, and support for people who needed assistance to eat and drink. People benefitted from access to a tasty, varied and well-balanced diet. They could choose from a variety of meals, snacks and drinks which reflected their needs and preferences. People enjoyed their meals in an unhurried, relaxed atmosphere and told us they enjoyed the food. Relatives told us, *"The food was good and their loved one's weight had improved since coming into the home"*.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the staffing within Blackfaulds House, how well staff work together and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

People living in Blackfaulds House benefitted from a warm atmosphere because there were good working relationships within the staff and management team. There was effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people.

Staff were deployed effectively and worked well together while being very well supported. They were confident in building positive relationships with people. This meant that staff spent as much time as possible engaging meaningfully with people. This included staff who were not involved in providing direct care and support to people, as it was recognised that they played an important role within the staff team.

People could be confident that staff were recruited in a way which had been informed by all aspects of safer recruitment guidance, including a strong emphasis on values-based recruitment. The process was well-organised and documented, and followed consistently.

Induction and training were thorough and had been developed to enable staff to support the needs and outcomes of people living in Blackfaulds House. There was a clear plan as to what was included and

how this would be delivered with sufficient time to ensure that staff could understand all the information they were given and what was expected of them.

We heard from people, relatives and professionals that communication was very good within Blackfaulds House and that it was well run with all staff working towards the same goals. One professional told us, "*It feels like a well-organised and happy place to work*". Another said, "*The staff appear relaxed and sociable with residents, ensuring their needs are being met*".

Staff were clear about their roles and responsibilities, with written information they could refer to, and regular observations of practice and supervision. As a result, they felt well supported and confident in carrying out their role. This meant that people were being cared for by staff who understood, and were sensitive to their needs and wishes.

Regular supervision and appraisal were used constructively and staff valued these opportunities because they supported their personal and professional development. Staff also benefitted from personal and professional wellbeing support and were committed to providing support to people in line with their wishes and preferences. Staff told us they felt valued and supported and were proud of what they felt the home did well. One staff member said, "*The home is outstanding in caring for the residents, their relatives, and their staff*".

Staff worked well together and the right number of staff with the right skills were working at all times to meet people's needs because leaders in the care home understood the needs and wishes of the people living there. Staffing arrangements allowed for more than basic care needs to be met. This meant that staff had time to provide care and support with compassion and engage in meaningful conversations and interactions with people so that people were supported to get the most out of life.

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

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| 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 |

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