

Menstrie House Care Home Service

Main Street West
Menstrie
FK11 7BT

Telephone: 01259 762 482

Type of inspection:
Unannounced

Completed on:
2 October 2024

Service provided by:
Clackmannanshire Council

Service provider number:
SP2003002713

Service no:
CS2003011556

About the service

Menstrie House is a single storey purpose build residential establishment for older people. It is owned and operated by Clackmannanshire Council. The home can accommodate 40 people. The home is located in the village of Menstrie and is close to local amenities and transport links.

The home has single bedrooms with en-suite facilities spread over five units. Each unit has its own sitting room and dining room. Residents have access to secure gardens.

The service aims to maintain a high standard of care and support by the use of an outcome focused approach.

At the time of our inspection the service was supporting 14 people.

About the inspection

This was an unannounced inspection which took place on 1 October 2024, 09:30 until 17:00 and 2 October 2024, 12:15 until 15:00. 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 14 people using the service and one of their families.
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People benefited from a service that helped build and establish trusting and respectful relationships with staff.
- People were enabled to get the most out of life.
- The service had well-established links to health professionals and visiting professionals
- Staff had time to provide care and support with compassion
- The numbers and skill mix of staff were determined by a process

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 found significant strengths in this area and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support.

People benefited from a service that helped build and establish trusting and respectful relationships with staff. One person told us, "the staff are lovely and I am grateful for all the help", whilst a relative told us "it's an amazing place, care is good, and I have no worries and it's a weight off our mind as a family."

People were enabled to get the most out of life, we saw a variety of in house and external activities taking place. The home engaged with the local community through accessing local cafes, churches, community based services and links with the local schools and nurseries. There was a dedicated craft co-ordinator and care staff who were all passionate about what activities were being offered to people. They arranged a weekly activity programme with a range of groups and a great selection of tailored one-to-one activities for people. This ensured people continued to feel enriched, stimulated and gave a sense of purpose.

The service had well-established links to health professionals and visiting professionals told us that the service was both proactive and responsive in attending to people's health needs and one visiting professional commented, "it's a great place, staff are all so friendly and because they know people so well they can pick things up and escalate this quickly." The service had robust medication management systems in place and had improved how they monitored and audited medication administration. People were getting their medication as prescribed and could be assured that their medication was managed well.

We observed plenty of snacks and drinks to be available throughout the day, including to those who preferred to be in their bedrooms. Feedback on the meal choices was positive, one relative told us "mum likes the food and the home baking." Staff worked hard to ensure people enjoyed an unhurried and relaxed dining experience, despite the location of the dining rooms within the units. Meals were nicely presented, tables were set nicely and an alternative menu was on offer. Dietary needs and related care arrangements were clearly documented within care plans and risk assessments, and these were shared with staff. People who required assistance with eating and drinking were supported with dignity and respect.

We found the care plans to be cumbersome, however everyone had a care plan and risk assessments completed which contained relevant details on people's current health and wellbeing. We discussed with the management team that the care plans may benefit from more detail being recorded for people who may experience stress and or distress, to support staff and the person to manage the distress behaviour. Food and fluids charts were being completed for all people being supported and weights were recorded and monitored when required. People and their relatives were involved in making decisions about their health and treatment options. Staff had a very good understanding of people's health requirements and were able to quickly identify changes in their health or presentation, and because staff anticipated issues, this meant people got the medical support that they needed at the right time.

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

We found significant strengths in this area and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Quality Indicator: 3.3 Staffing arrangements are right and staff work well together

People living at Menstrie House and staff benefited from a warm atmosphere because there was good working relationships. Staff had time to provide care and support with compassion and we saw staff having time to engage in conversations and interactions with people.

The numbers and skill mix of staff were determined by a process which included taking account of the complexity of people's care and support. Most of the time, the service had the right number of staff with the right skills working to meet people's needs.

Feedback from staff was positive about working within Menstrie House, however many staff expressed concerns on the certainty of the future of their jobs within the home. We addressed this with the management team who were being supportive and encouraged staff development and team working through, regular team meetings, supervisions and personal development plans.

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

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