

Pentland View - Highland Care Home Service

Scrabster Road
Thurso
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Telephone: 01847 896 920

Type of inspection:
Unannounced

Completed on:
17 October 2024

Service provided by:
Barchester Healthcare Ltd

Service provider number:
SP2003002454

Service no:
CS2007142977

About the service

Pentland View is registered to provide a care service to a maximum of 50 older people. The provider is Barchester Healthcare.

Pentland View is located in Thurso, Caithness. The home is purpose built and accommodation is on one level. There are two units, one is dedicated to dementia care. There are two lounges, one with kitchen and dining facilities, and a separate dining room. All bedrooms have en-suite toilet facilities. The home is surrounded by landscaped gardens and there is a secure garden for people to use. The home has had a comprehensive refurbishment in the last year.

About the inspection

This was an unannounced inspection which took place on 15, 16 and 17 October 2024. 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 twelve people using the service and six of their family/friends/representatives.
- Spoke with eight staff and management.
- Observed practice and daily life.
- Reviewed documents.

Key messages

- The management and staff team worked well together to ensure people were supported well with their health and social wellbeing needs.
- People experienced kindness and warmth from staff.
- People enjoyed well cooked and nutritious meals and were supported to enjoy their meals.
- There had been a significant improvement to the environment as the result of the refurbishment.
- Staff felt well supported and confident in their roles.
- Quality assurance systems supported a culture of continuous improvement.

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

People experienced support with compassion because there was warm, encouraging, positive and trusting relationships between staff and people living at Pentland View. Their families and external professionals told us that people who lived at Pentland View were very important to the staff and staff knew people very well. One person told us "the staff are all lovely here, they work very hard" while a family member said "I am really happy with care here. I feel that (my relative) is very comfortable, and the staff are so kind and patient with them".

People could be confident that any health and wellbeing needs would be met because the service had developed strong relationships with health and social care professionals and sought specialist advice timeously e.g. from dietician and speech and language professionals, when required. One relative said, "the staff always keep in touch with me, and always get the doctor quickly if needed".

People should expect to be given support with eating and drinking in a dignified way and have their personal preferences respected. Mealtimes appeared to be a calm, pleasant part of the day. People were encouraged and enabled to eat their meals independently with just the right level of support from staff, where needed. We observed plenty of snacks and drinks to be available throughout the day, including to those people who preferred to stay in their bedrooms. Feedback from people spoken with indicated they were happy with the quality of meals they were receiving.

People should benefit from care plans that are reviewed and monitored regularly. Care plans were informed by a range of recognised assessment tools which helped to maintain and improve people's health and wellbeing. This information had been monitored regularly and we saw that appropriate referrals had been made to other health professionals if required and that their advice and guidance was reflected in relevant care plans.

Medication was managed well. There was guidance available for staff on the administration of 'as required' medication. This helped ensure individuals were supported to take the right medication at the right time.

People using the service were consistently involved in the development and improvement of the service. Regular key worker meetings and meetings took place, and these were well attended by people using the service. People had given their views on a range of topics including activities, meals and decoration. There was evidence that changes were frequently made as a result of these views. We were confident that people's needs and wishes were the main focus when decisions and improvements were being made.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good, as we found major strengths which supported positive outcomes for people.

People benefitted from staff who were compassionate and caring and they could be assured that their care and support was a priority. They told us that staff were kind and caring and that they were very happy with their care.

We observed staff to support people with warmth and kindness. Relatives felt welcomed by the staff and management team when they visited. They spoke positively about the care their family members received.

Their comments included: "It's wonderful, no complaints, they keep me updated and I appreciate that" and "I can go home confident that my loved one is well cared for by good people".

Staff told us they enjoyed their jobs and demonstrated that they understood their roles and responsibilities. Comments from staff included: "It's a good staff team, we get on well" and "I started a few weeks ago and I received training and shadowed others to get to know my job".

People received good quality and responsive care because there was effective communication, good working relationships and a flexible staff team.

The service demonstrated they had sufficient staffing levels with the right mix of skills, and this meant people could be confident that they would be safely supported by staff, who were competent and who had a good knowledge of their needs.

We sampled staff files which showed that safe staff recruitment was in place. This included ensuring PVG (Protection of Vulnerable Groups) safety checks and satisfactory references were received. The manager was aware of ensuring that all Home Office requirements were met, when necessary.

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

It is important that people can freely access a safe outside space when they choose to do so. The service should consider staff training to encourage a culture of positive risk enablement in order to safely support people to have an active life and to achieve their full potential. Risk assessments and management plans should be discussed and reviewed together with residents and, where necessary, with their families. Access to the garden should be reviewed so that people who wish to go outside can do so safely and when they choose.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25) and 'I make informed choices and decisions about the risks I take in my daily life and am encouraged to take positive risks which enhance the quality of my life.' (HSCS 2.24)

This area for improvement was made on 24 May 2022.

Action taken since then

People could not access the garden freely. We sampled care plans and found them to be up to date and reflect people's wishes, preferences and encourage them to be as independent as possible.

This area for improvement is met.

Previous area for improvement 2

To ensure that the service is providing care within premises that offer high quality accommodation, the provider should review their improvement plan to so as to enhance the environment. To do this they should:

- Audit the premises to identify where any repairs, refurbishment or replacement is required.
- Implement a plan that will address these as a priority, and within reasonable and specified timeframes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22)

This area for improvement was made on 24 May 2022.

Action taken since then

Since the last inspection there had been a refurbishment of the home. This had been carried out to a high standard. The home was in a good state of repair. A maintenance officer undertook regular checks of equipment and furnishings.

This area for improvement is met.

Previous area for improvement 3

This area for improvement was made as the result of an upheld complaint.

People experiencing care should expect accident/incident's to be fully reported and a review undertaken. This is to enable the service to identify factors which may have contributed to the accident/ incident and reduce the risk of recurrence.

This is to ensure care and support is consistent with Health and Social Care Standard 3.14: I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

This area for improvement was made on 12 January 2024.

Action taken since then

Accident and incident records were completed by staff and reviewed by the leadership team, to ensure that a review of care took place to minimise risks of recurrence. We saw a few instances of post falls monitoring tools not being completed following the providers guidance. The manager gave assurances that this would be addressed immediately.

This area for improvement is met.

Previous area for improvement 4

This area for improvement was made as the result of an upheld complaint.

The service should review the communication system they have in place to ensure people's legal representatives are kept fully informed about any changes to their care and support timeously.

This is to ensure care and support is consistent with Health and Social Care Standard 3.14: I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

This area for improvement was made on 12 January 2024.

Action taken since then

Families we spoke with told us that the service were very good at updating them timeously about any changes to people's care or any health issues.

This area for improvement is met.

Previous area for improvement 5

This area for improvement was made as the result of an upheld complaint.

The service needs to review and improve on how they manage concerns and complaints. When there are complaints reported, the service should implement their complaint's policy and procedure with relevant timescales. This is to ensure the person making the complaint is reassured appropriate action is being taken.

This is to ensure care and support is consistent with Health and Social Care Standard 4.20: I know how, and can be helped, to make a complaint or raise a concern about my care and support.

This area for improvement was made on 12 January 2024.

Action taken since then

The service demonstrated that they were responsive to any concerns raised and investigated and responded timeously. This could be direct from relatives or through care review meetings with relatives and social workers.

This area for improvement is met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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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