

Ivybank House Nursing Home Care Home Service

Ivybank House
Main Street
Polmont
Falkirk
FK2 0PS

Telephone: 01324 717707

Type of inspection:
Unannounced

Completed on:
23 October 2024

Service provided by:
Ganarn Limited

Service provider number:
SP2003002297

Service no:
CS2003011596

About the service

Ivybank House Nursing Home is registered to care for up to 42 older people. The home is in a residential area, situated close to local facilities in Polmont.

The accommodation is over two floors with both offering single en-suite bedrooms. There are various communal areas available to the people who live there that people can choose to be in throughout the day. There is a well maintained garden with seating for people.

About the inspection

This was an unannounced inspection which took place on 21, 22 and 23 October 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 people using the service and their family members
- Spoke with staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals.

Key messages

- People were very happy with their care and support
- Staff responded quickly to fulfil people's needs and took the time they needed to ensure people had what they needed
- Staff knew people well and interacted with warmth and compassion
- There were regular opportunities to participate in the local community.

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 and their nominated family members were involved in assessing their care and support at regular reviews. Staff were aware of people's care and support needs and took time to explain what they were doing and offer choice. One person said, "They know what I need." and another told us, "All my meals are brought to me. I can go to the dining room if I want but it is my choice to have them here in my room." A family member said, "We have been here a few weeks and staff really know (relative) which is nice for such a short period of time." This meant people could be confident their care and support was being delivered by staff who knew them well.

People benefitted from having a comprehensive health assessment. Along with their nominated family members, people were involved in assessing their care and support at regular reviews. Staff carried out clinical risk assessments and recorded advice from health professionals within people's care plans. One visiting professional said, "I have no issues at all working here; staff are very helpful. I think the care is very good." Staff encouraged people to move regularly and remain as active as they could be. This was important as it maintained people's independence and supported the choice to live an active life.

There were regular opportunities for people to spend time outside the home. Monthly planners detailed the trips that had been arranged and were colourful and engaging with text and images to aid people's understanding of what was on offer. Some people preferred to reference a weekly planner in their bedroom. Care plans detailed people's preferences and what support they would need to participate in activities. The manager and the activity coordinator worked together to plan activities and the management team monitored how well people were engaging in the programme by auditing people's care plans.

People enjoyed the visits to the community which included local parks, beauty spots, the pub, garden centre, barge trip and a sensory centre. There were regular group outings and those who preferred to go out more often were doing so accompanied by the activity coordinator. One person told us how they had reconnected with old neighbours at the local cafe; another enthusiastically named all the places they had been. There were many photos of people enjoying time in their local community. There was also a variety of organised indoor activities such as church services, crafts and carpet bowls, which meant people could choose to be involved in a range of recreational and social activities.

Some people told us they were being disturbed at night by two people who had been attempting to enter their bedroom and who they described as being noisy, making it difficult to sleep at times. There were some measures already in place to try to prevent this with some success. We discussed this with the management team and asked them to reconsider how they might improve outcomes for all involved (**see area for improvement 1**).

People were supported to eat and drink to their individual preferences. It was easy to order something that was not on the menu; one person said, "The chef visited me with a notepad" and, "If I'm not happy with the menu I can ask for an alternative with no problem at all." A family member said, "If (relative) wants anything they can have it. Even a bit of toast in the middle of the night; staff are happy to do that."

Staff supported people with kindness and compassion. There were lovely, warm interactions in an unhurried, calm atmosphere. One person said, "The staff are lovely, they are like your family. You know you can shout on anyone and they will come. I can't fault anything." This meant people could be confident staff would respond promptly when they needed support.

Areas for improvement

1. In order to protect and promote people's wellbeing, the service should reconsider ways to prevent people entering other's bedrooms uninvited, especially at night.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty' (HSCS 3.18).

How good is our staff team?

5 - Very Good

The numbers and skill mix of staff were determined by a process of continuous assessment. The management team used a staffing tool to determine how many staff were required. They used their professional judgement to arrange staffing in excess of the tool's recommended staffing hours. There was an extra staff member most days and they worked where they were most needed, which was decided by considering the care and support needs of people on that day.

The management team had also introduced a new twilight shift. They had only been able to recruit for four days per week. The ongoing national crisis in recruitment in health and social care impacts on service's ability to recruit to their needs. The twilight shift had created greater availability of staff in the evening, meaning people could expect staff to respond promptly when they needed assistance. One person said, "I understand there are other tenants and they deal with everybody but I've never had any bother getting help; they come right away."

Staffing arrangements allowed for more than basic care needs to be met. Staff took the time needed to make sure people understood what they were saying. All staff interactions were warm, compassionate and unhurried. One person said, "Staff acknowledge me, it makes me feel human." and a family member said, "The staff are lovely, very pleasant and helpful, they often chat to (relative)." This meant people could feel at ease, knowing staff would greet them warmly and spend the right amount of time with them.

Staff teams were well organised and led and they focused on outcomes for people. Following the morning handover, staff took time to gather relevant information to improve outcomes for people. Staff worked well together and communicated with each other throughout the day. This benefitted people as staff were aware of any changing needs people had which enabled them to provide a safe and high quality service.

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

To support people to get the most out of life and be engaged with the local community, the service should ensure that the weekly activity programme includes opportunities for people to spend time outside of the care home.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23).

This area for improvement was made on 24 August 2023.

Action taken since then

Please refer to 'How well do we support people's wellbeing?' for information.

This area for improvement has been met.

Previous area for improvement 2

To enable staff to have enough time to provide personalised care, the service should, as a minimum, review the staffing levels and deployment across the care home and over a 24-hour period.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My needs are met by the right number of people' (HSCS 3.15); and

'People have time to support and care for me and to speak with me' (HSCS 3.16).

This area for improvement was made on 24 August 2023.

Action taken since then

Please refer to 'How good is our staff team?' for information.

This area for improvement has been met.

Previous area for improvement 3

In order to improve communication for people experiencing care, the manager should ensure that people have the right support to assist them to wear and maintain their hearing aids on a regular basis. A system to audit and evaluate this support should be introduced.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me' (HSCS 1.19).

This area for improvement was made on 19 July 2023.

Action taken since then

People could be confident staff would support them to wear and maintain their hearing aids. People's preferences were detailed in their care plans with clear instruction of the kind of assistance needed. Daily check sheets were in use and an audiology champion was in place to assist people and staff with hearing needs.

This area for improvement, which was a result of a complaint investigation on 19 July 2023, has been met.

Previous area for improvement 4

In order to ensure good outcomes for people experiencing care, the service should ensure that people's eating and drinking care plans are updated to reflect their changing needs. This should include, but is not limited to, advice offered by external healthcare agencies in relation to people's decreasing appetites.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This area for improvement was made on 19 July 2023.

Action taken since then

Changes to people's fluid and dietary needs had been clearly documented in their care plans. There was clear information for staff to follow, including why the change was important for the person, as advised by visiting professionals.

This area for improvement, which was a result of a complaint investigation on 19 July 2023, has been met.

Previous area for improvement 5

In order to improve outcomes for people experiencing care, the service should ensure that care plans reflect what social and recreational opportunities are available to people, and how to best support them to engage. This should also include what opportunities have been offered and accepted, and which were declined in order to promote ongoing review of the care plan and support.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'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).

This area for improvement was made on 19 July 2023.

Action taken since then

Please refer to 'How well do we support people's wellbeing?' for information.

This area for improvement, which was a result of a complaint investigation on 19 July 2023, has been met.

Previous area for improvement 6

To ensure a culture of continuous improvement, the manager should ensure they have oversight of all concerns and complaints raised in both an informal or formal capacity. To do this they should ensure that all staff are knowledgeable of the complaints policy and aware of how, and when, to inform the manager of concerns or complaints, allowing them to engage in their resolution.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me' (HSCS 4.21).

This area for improvement was made on 19 July 2023.

Action taken since then

People could be confident the management team had an overview of all concerns and complaints. There was a folder detailing any complaints received each month with records showing what actions had been taken and the outcomes for people. Management had been responsive to concerns that had been raised. One family member said, "We had a few issues and I have been really pleased with how they have dealt with things. (Relative) is safe, happy and looked after and that is the important thing."

Within the same folder there were many handwritten cards complimenting management and staff for their compassionate care and support.

This area for improvement, which was a result of a complaint investigation on 19 July 2023, has been 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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