

Mowat Court Nursing Home Care Home Service

Kirkton Road
Stonehaven
AB39 2PB

Telephone: 01569 763 340

Type of inspection:
Unannounced

Completed on:
29 October 2024

Service provided by:
Care UK Limited

Service provider number:
SP2003002341

Service no:
CS2003010414

About the service

Mowat Court Nursing Home is registered to provide care for older people. The home is a purpose-built, two-storey building set in its own grounds on the outskirts of Stonehaven, Aberdeenshire. The home is close to local bus routes, local services and amenities.

About the inspection

This was an unannounced inspection which took place on 28 October in the home and continued virtually on 29 October 2024. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about the 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 16 people using the service and five of their family members;
- spoke with eight staff and management;
- observed practice and daily life;
- spoke with a visiting professional; and
- reviewed documents.

Key messages

People benefited from a consistent staff team.

The staff team knew people very well.

There had been investment in the home and areas of the home had been refurbished.

People were very happy with their care and support.

There was very good oversight of people's health needs.

The management team were proactive in their approach to quality assurance and 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

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 living in the service reported that they felt valued by staff and involved in the service. We observed that people benefited from a consistent and stable staff team. This meant that staff knew people well. The connections and relationships enriched people's lives. One person told us "We have a lot of fun here." The values of the service echoed the Health and Social Care Standards.

People looked well and also appeared how they would like to look. For example, attention had been paid to detail and people were wearing items such as their jewellery, coordinated clothes and watches.

Personal plans were detailed, person centred and contained information about people's wishes and preferences. This meant staff had up to date information about people's needs and assessments. There was very good clinical oversight of people and tracking people's needs and well-being. This meant that any changes to people's needs were identified and responded to timeously.

People's medication was managed well. We observed that staff competencies were assessed regularly. This helped ensure staff were skilled and competent to administer people's medication. The service monitored people's stress and distress and reviewed people's 'as required' medication regularly with their GP. People's end of life wishes were known and the service had access to a Soul Midwife service to support people and their families at this stage of their life.

There was a holistic approach to people's care and support. Special occasions were celebrated and there was a range of activities for people. Some people who preferred not to engage in group activities benefited from one-to-one support. People were regularly consulted about what they would like to do. The service had transport for days out and people and their families told us they enjoyed doing this. Some staff were trained in 'Namastate.' This was a nurturing and sensory activity. The service evidenced some improved outcomes for people because of this. One person told us "I am never bored, there is always something to do." However, not everyone was able to participate in activities due to their needs. We fed this back to the service and were confident this would be considered when planning activities.

People told us that they enjoyed the food. People were asked for feedback and consulted on menu planning. We observed that the kitchen was well organised and there was a good understanding of people's nutritional needs and dietary preferences. If people did not like something they were offered an alternative. People all received their meals at the same time, and it was a sociable experience which people enjoyed.

People were supported to remain involved in their local community and remain connected to people who were important to them. The service evaluated people's outcomes and experiences regularly. Families were able to access information about their relatives through an app the service used. This enabled people to remain connected but also for families to upload information and photographs which staff were then able to share with the person. This helped support connections in between visits and keep people involved with their family.

The service had appropriate policies and procedures in place for staff. The home was well maintained and clean. Staff had access to appropriate levels of Personal Protective Equipment (PPE). This helped protect people from infection.

How good is our staff team?

5 - Very Good

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

Staffing levels reflected people's needs. A staffing tool helped assess staffing levels. This was reviewed regularly in consultation with both day staff and night staff. People's needs and changing needs were considered daily and there was flexibility around staffing based on this.

We observed that staff were visible throughout the service. Families told us that staff and the management team were visible and approachable. People told us they did not need to wait long if they needed assistance.

People benefited from a consistent staff team who knew people well. There was enough staff to meet more than people's practical needs. Staff had time to spend with people which was important and helped promote people's psychological well-being.

Staff appeared happy, confident, and motivated; it was evident that the values of the service were shared amongst the staff team. Staff were passionate about the development of the service and advocated for people. One person told us "The staff are perfect."

Staff training was up to date and staff had access to regular one to one supervision to support their individual development but also the development of the service.

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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