

33 Malcolms Mount Care Home Service

33 Malcolms Mount
Stonehaven
AB39 2SR

Telephone: 01569 764 856

Type of inspection:
Unannounced

Completed on:
23 October 2024

Service provided by:
Inspire (Partnership Through Life) Ltd

Service provider number:
SP2003000031

Service no:
CS2003000323

About the service

33 Malcolms Mount is a small service provided by Community Integrated Care. It is registered to provide a care home service for up to four adults with learning disabilities.

The service is situated in a two-storey dwelling house with four single occupancy rooms. The service is set in a quiet residential area on the outskirts of Stonehaven. The accommodation is close to a bus route and a train station is within walking distance, giving access to all major towns and cities along the east coast.

The service has been registered since 2002.

About the inspection

This was an unannounced inspection type which took place on 22 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 two people using the service and one of their family
- spoke with three staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People were happy living in the care home. There was a warm, relaxed feeling to the home.
- People were involved in domestic chores promoting their independence where possible.
- Care plans described people needs as well as their preferences and choices.
- Staff knew people well which contributed positively to peoples wellbeing.
- The manager was considering how to ensure people had the opportunity to contribute to the service improvement plan.

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?	4 - 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 appeared comfortable and happy in their home. People were supported by staff who knew them well which helped to develop good relationships leading to better outcomes for people.

People's support should promote their independence where possible. We saw people participating in domestic tasks whilst others relaxed with activities of their choice. This helped to promote a homely feeling and gave people a sense of belonging and involvement.

There was a robust system in place for managing medication. Clear records of medication prescribed were available and had been fully completed to reflect administration. Where required, 'PRN protocols' were in place to describe when people should receive medication prescribed for specific symptoms - for example pain, skin conditions. Protocols could be improved by confirming when people could tell staff they were in pain which would provide clearer information to inform decisions about administration.

People's health benefitted from access to a range of other agencies using community professionals and clinics. Where specific guidance had been provided, this was accessible and available within care plans. We saw that staff were familiar with the guidance in the support they provided. This helped to keep people safe as well as promoting good health and wellbeing.

There had been significant work undertaken to transition from paper/hard copy care plans to electronic plans. Plans gave a sense of who and what was important to people and described people's preferences and choices. It was positive to see that important details were included in plans that described people's characters and personalities. For example, one person enjoys gardening and working outside. Staff supported them to create and maintain part of the garden which reflected how people were supported to achieve outcomes of their choosing.

People were involved in the development of and the review of their care plans on a regular basis. It would be good to ensure easier access to minutes of discussions to help ensure actions were followed through to completion.

Legal documentation such as adults with incapacity certificates and guardianship were available linked to care plans. This helped to ensure that people's rights were being upheld. It was positive that the manager had recognised where further discussion may be required in relation to capacity and was taking appropriate action.

People enjoyed their meals in a relaxed and unhurried manner. Staff provided appropriate support to individuals that reflected guidance from other professionals which helped to ensure people enjoyed their meals safely.

People enjoyed a range of activities and opportunities. There was good photographic evidence saved within the care plan database that would provide good reminders and topics of conversation for people.

How good is our staff team?**4 - Good**

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

There was sufficient staff available to meet people's needs. Staff rotas reflected that staffing levels were planned consistently across the week. Staff were available in the right numbers to meet people's basic needs but also to plan and enjoy activities and outings which helped people to get the most out of life.

The provider should consider how they record the assessment for staffing based upon the overall evaluation of the care service. The views and wellbeing of staff are key factors when assessing staffing. In addition, the views of people who use the service and their families is also important. This is an area for the manager to consider as part of the overall service improvement plan.

Staff maximised the time they had to spend as much time with people who used the service as possible. This provided care and support that included natural but meaningful conversations and interactions with people. This added to the warm and homely atmosphere within the home.

Staff worked well together and understood their roles and responsibilities. A shift planning record was maintained which helped to highlight and plan tasks and to manage any appointments and activities.

Staff had opportunities to express their views through regular team meetings. A standard agenda was used to help ensure consistency in how information was communicated which helped to keep staff well informed. The service improvement plan was also included as an agenda item. There was very little information about what had been discussed however and how staff had influenced the plan. We discussed how this could be improved with the manager so that staff had easier access to the plan so that they could reflect and contribute to it.

Staff told us they felt supported and enjoyed working in the care home. People living in the care home and staff benefitted from a warm atmosphere because there are good working relationships. They told us staff work well together so they liked coming to work as they knew they were working in a supportive team.

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?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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