

Eilean Dubh Care Home Service

Ness Road
Fortrose
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Telephone: 01479 788000

Type of inspection:
Unannounced

Completed on:
30 September 2024

Service provided by:
Parklands Highland Ltd

Service provider number:
SP2012011901

Service no:
CS2021000001

About the service

Eilean Dubh is a care home for older people situated in a residential area of Fortrose. It is close to available transport links, shops and some community services. The service provides nursing and residential care for up to 40 people.

Accommodation is arranged over two floors, in single bedrooms with en-suite shower room facilities. The care home is split into a variety of units, each with their own lounges and dining spaces. The service has an accessible garden which was decorated with various seating arrangements and some planted beds and flowering beds.

The communal entrance area allows for some of the activities to take place in, which also enables some community groups to come in and network with people who live there.

About the inspection

This was an unannounced inspection which took place on between 22 and 24 September 2024 over a variety of hours. 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 several people, and gained the views of 13 people using the service and five of their family;
- spoke with 11 staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with visiting professionals.

Key messages

- Management and leadership had stabilised, offering a better experience for people who lived there.
- The manager had developed a more comprehensive review process which was outcomes focussed. This was being rolled out across the service.
- The garden area had been developed further, creating more opportunities for people.
- A keyworker system had been fully implemented.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had an effective and well completed self-evaluation that was reflective of our findings.

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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	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.

Staff completed comprehensive health-based assessments for people and had updated these on a regular basis. Staff used the information from these assessments to plan for people's care and support. Staff supported people appropriately with their skin integrity plans, and they kept reviewing and monitoring people's dietary intakes when this was appropriate.

People were offered a range of opportunities to get involved in activities. The activities staff ran a varied programme of options throughout the week, some of which would help to support physical activity. Relatives had joined their loved ones whilst they were doing some of the activities and this had worked well for them and others in the group. Care staff from across the home did not always support activities, even when there were large numbers present. The manager had identified this and acted when this happened during our inspection. People told us they enjoyed the activities being offered to them.

Some comments we received told us 'I can get involved if I want to, which I often do. It can be a great laugh you see'; 'Oh there is always something on the go, I like to take part'.

Activities staff had networked with the local community and there continued to be a range of opportunities for people to be involved in the wider community. For example, there were regular visits to the library with high school students, visits from a local nursery, in-house coffee mornings and other opportunities to engage.

We found medication was well managed and when errors were identified, these were robustly investigated and support offered to minimise the chances of reoccurrence.

People's legal arrangements were identified and logged within people's personal plans, which helped staff to communicate appropriately with people and their legal representatives. People we spoke with sometimes could recall being involved in a recent review, or at least that they had been asked how things were going.

Kitchen staff prepared a range of healthy and nutritious foods which considered the needs of people. Staff were seen offering snacks and drinks regularly to people throughout the day. People were happy with the food.

Some comments we received told us 'They offer me generous portions'; 'Food is good here'.

Staff facilitated a calm and unhurried mealtime experience for people. Mealtime coordinators were identified, and they had captured areas where things could be improved. We spoke about some of our observations at mealtimes with the manager, sharing where we thought this could continue to improve.

How good is our leadership?

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.

Staff had evaluated people's experiences often, to ensure as far as possible that their experiences were positive. Staff, people who lived in the care home and their families, felt more confident in raising concerns, particularly with the new management structure in place.

The provider had introduced a depute role within Eilean Dubh, and this was seen to have had a positive effect on the service performance.

The management team had set up improved communication methods and had set up various meetings to inform people about the service and any changes they were considering. Managers and leaders had encouraged a positive working environment by being open and clear with people across the service. Staff had noted improvements and told us they felt things were better now with the new management arrangements. We asked staff why this was the case. Staff told us it was due to better communication and being kept up to date more. One staff member spoke about an idea they had thought about and how this was well received by the manager, who implemented the change they had suggested.

Leaders had identified roles and responsibilities within quality assurance and about how this should improve people's experiences. This meant they all took part in quality assurance, and they had all been visible on the floor, checking how things were going.

The management team kept up to date their improvement plans and these were being used to support continuous evaluation of how things were going. This had meant that things had improved in the service.

The management team were open to feedback from others, and had set about gaining the views of others to support their own self-evaluation.

How good is our staff team?

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.

The provider had developed their dependency and staffing analysis tools in light of the changes in legislation which relates to safer staffing. The provider's tools captured the experiences of people and staff had awareness of how staffing levels were being worked out. The manager had been keen to share with staff their decisions around staffing levels in each of the units, which had been a positive step. They fully expected to share this more widely to gain the views of others. We found the narrative around the assessments to be clear and informative.

Staff across the care home understood their roles and responsibilities. Leaders appropriately delegated staff across the care home to meet the needs of people. We had found the right levels of staff were working on shifts and they were appropriately skilled. Managers kept reviewing this to ensure this was the case.

Staff worked well together, and this created a warm atmosphere within the care home. Staff felt more engaged and settled and spoke of how things were improving. People experienced warm, compassionate support from staff because they worked well together. Staff were motivated to do well in their roles. They had built up confident and positive interactions and relationships.

How good is our setting?

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.

The provider had created a setting which was homely, comfortable, and accessible for people living in the care home. Eilean Dubh was a modern, purpose built care home, which supported those smaller group living aspects. The management team regularly carried out appropriate assessments of the environment to make sure it had the best potential to meet the needs of people. Maintenance staff kept on top of any issues, with appropriate support from a range of external contractors.

Staff at the service had worked on the outside garden space, which was more appealing and welcoming. This created more opportunities for people to sit, take part in some gardening or go for a walk.

People were able to access their home safely and benefited from accessible spaces to spend their day. The provider enabled the right equipment to be available for people, enabling them to feel safe in the support they received. People had flexibility in their choices. Their bedrooms were large and comfortable to spend time in if that was their choices.

The home provided lots of natural light, fresh air, and comfortable furnishings throughout the home. Housekeeping staff kept on top of cleaning, which also included those important deep cleans.

How well is our care and support planned?

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.

The management team that had been in place, had worked through various improvement themes to identify ways to make things work better for people living there. This had meant they had reviewed the level of information in the care planning system and had considered the effectiveness of the previous review template.

From that, the management team had reviewed many of people's personal plans and they had introduced a new review format. The management team wanted people's reviews to focus on outcomes and experiences and to offer up real and meaningful opportunities to have discussions and gain feedback. We sampled some review records and found these to be of a very good quality, which demonstrated a range of those important discussions with people and their families. The manager explained this had meant the review meetings took longer, and they were working to support additional staff to be able to collate the right level of information for these review meetings. The management team had been keen to get the review process right for people, rather than rushing through reviews in a way which didn't meet people's needs.

Staff had adapted personal plans to be more outcome focussed, and we found these were linked to the Health and Social Care Standards.

The management team had introduced keyworkers for people. They had shared with the person and their family who their keyworker was. The service had struggled to introduce this previously, but we were encouraged to see this improvement having been put in place.

Staff recorded appropriately people's legal arrangements where these were in place. Staff used this information to help support how decisions were needing to be made, whilst remembering the views of the person living in the care home.

When we spoke with families, they shared they had been kept well informed and that they were happy with the care and support their loved one received.

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 leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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