

Seaforth House Ltd (Care Home) Care Home Service

Seaforth House
Urray
Maryburgh
Dingwall
IV7 8ED

Telephone: 01349 866 147

Type of inspection:
Unannounced

Completed on:
14 November 2024

Service provided by:
Seaforth House Ltd

Service provider number:
SP2003002406

Service no:
CS2003010541

About the service

The service provides care and support for up to 22 adults with learning disabilities and/or physical and sensory impairments for both respite/short breaks and long-term care. The service is provided from a large two-storey building, situated in extensive grounds close to the village of Maryburgh.

People have their own single bedrooms with en-suite facilities, most of which are located on the ground floor. There is a lift available for people with mobility problems to access the first floor.

About the inspection

This was an unannounced inspection which took place between 11 and 13 November 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 seven people using the service and five of their family members
- Spoke with 12 staff and management
- Observed practice and daily life
- Reviewed service documents
- Reviewed a number of questionnaires returned to us before inspection
- Spoke with three external professionals

Key messages

- People were comfortable and enjoyed living at Seaforth House
- The atmosphere in their home was relaxed
- People benefitted from their care and support
- People kept up with family members or others who were important to them
- Staff had formed good relationships with people and were quick to pick up on any concerns people had
- The service worked in partnership with other agencies
- Management were available, supportive and in touch with what was going on for people
- There were some improvements for the service to make

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

4 - Good

We evaluated that people experienced good health and wellbeing as a result of the care and support provided. There were many strengths with only a few improvements needed to ensure people consistently have a very positive experience and outcomes living at Seaforth House.

This service ensured it had a lot of helpful information about each person living there. Important information about their health and wellbeing needs was carefully recorded. This helped to make sure staff were equipped with all the right knowledge and guidance to provide care and support in a way that suited each person. People's safety, health and wellbeing was well supported.

The service strove to make sure people's health needs received the right attention. When a person required support with their medication, for example, the service took careful steps to minimise the chances of any errors being made. Similarly, for specific physical health conditions the service followed guidance and any change or deterioration in a person's health was quickly identified and responded to. When additional input or advice was needed this was readily sought. People can have confidence in the service's responsible and caring approach to their health.

The service regularly checked that the support it provided continued to be suitable for each person. People's views and wishes were obtained, and where people had families centrally involved in their care and support or had a guardian then these individuals were also included and communicated with. Care review meetings were held. Family members reported on the positive difference they saw in their relatives since living at Seaforth House. People experienced respect at this service.

People were given support with their emotional and wellbeing needs. People had built up trusting relationships with staff and staff were insightful when seeing someone had something on their mind that was upsetting them. People were supported through difficult feelings and times.

People reported they were content at Seaforth House. Some comments were:

- 'Good food...can eat in room or dining room.'
- 'My home for as long as I want it.'
- Others said there were outings and activities they liked.

There were occasional times when we observed the main lounge as having little going on and people would have benefitted from having a staff member around to engage with. We discussed this with the management team. However, a lot of the time staff were around in the lounge and they spent time with people chatting or doing an activity.

Cleanliness in the home was generally good, but infection prevention and control guidance was not, in all instances, being closely followed and this could pose a risk for people. We advised that we would make an area for improvement for this (see Area for Improvement 1 below).

Sometimes the service had not informed us of some of the more concerning accidents or incidents that had happened at the home. It had a duty to share these with us. Notifying the Care Inspectorate of certain matters is one of the steps a service is required to take as a means of helping people to keep safe and well.

There is guidance for the service to follow in relation to this. We have made an area for improvement (see Area for Improvement 2).

Areas for improvement

1. To ensure people are protected from infection and the risks are minimised, the service provider should make sure staff are informed of and always follow up to date guidance on infection prevention and control within a care home setting.

This is in order to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'My environment is secure and safe' (HSCS 5.19) and 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24).

2. To assist people to keep well and safe, the service provider should make sure all matters of concern for people are reported to the appropriate agencies, including the Care Inspectorate. Matters of concern are detailed in the guidance 'Records that all registered care services (except childminding) must keep and guidance on notification reporting'.

This is in order to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'I benefit from different organisations working together and sharing information about me promptly.' (HSCS 4.18)

How good is our staff team?

4 - Good

We evaluated the staff team as good. There were a number of important strengths and these clearly outweighed any areas for improvement. There were many experienced, compassionate and knowledgeable staff.

Overall, there were enough staff to meet people's needs and wishes. The service had different ways of assessing how many staff on a shift would be suitable and were trying out a new way of assessing this. The new method included more aspects to do with people's psychological, social and emotional wellbeing. Management added their own observations and judgements on staffing levels as well. This meant people can be reassured the service carefully considers staffing levels to make sure they get the right support to keep good health and wellbeing.

People can have confidence in their staff team. Recruitment included the appropriate safety checks, suitability for a role in health and social care, references and interviews. Staff then had an induction period. We saw this was done at an appropriate pace, allowing new staff to settle in, get to know people, important care information and procedures. Senior staff were attentive to new staff. Staff training across the team was generally up to date. All this together helped to make sure people were supported well by the whole staff team.

In addition, staff members who undertook housekeeping, kitchen or maintenance roles for example, also understood how they contributed to the positive atmosphere and homeliness for people living at Seaforth. We saw their responsible, friendly and kind manner. People were respected.

Comments about staff from people and family members showed that staff were compassionate, knowledgeable and skilled. Some comments were:

- 'They are good at listening.'
- '...everyone who works there are lovely.'
- 'Very positive, (persons name) is thriving.'

Managers made themselves approachable and staff reported they could always get advice when needed or generally just discuss care and support matters. As a team, staff were motivated and worked well together. There was some very useful handover meetings which included all staff and this helped to keep staff informed of any essential information for the day or coming days. The importance of communication was recognised. There were many positives as to how all staff conducted themselves and valued the people supported. Strong working together and communication arrangements assisted people to keep safe and well.

We saw that staff supervisions and team meetings had fallen behind. There were many opportunities for communication at Seaforth but opportunities for more formal supervision and team meeting can both develop staff's abilities and knowledge as well provide time to discuss new ideas for improving the service or any ongoing challenges. The service provider should consider how to improve in this area. This will help to make sure people are supported by a service that is always making sure it is fully considering their needs, rights and wishes.

Care and support staff need to be registered with appropriate professional bodies such as the Scottish Social Services Council. The service providers' system for monitoring this was not robust enough. Action was taken to address this during our visit and arrangements should be made to continue to ensure this is paid attention to.

How good is our setting?

4 - Good

The care home provided a comfortable, spacious, and clean environment for people to live in. For example, people's bedrooms were spacious, personalised and had comfortable furnishings. The lounge and dining areas of the care home were presented in a homely way, which people enjoyed. The garden grounds were well kept and inviting.

The manager had a detailed environmental improvement plan, which identified planned works. The internal bedroom doors that were in poor condition were a priority. Flooring and work on the internal doors were reported to be taking place very soon and hopefully completed by December. There was a previous area for improvement related to this and we have repeated it here. This will help to meet people's rights and expectation to have a well looked after home.

See area for Improvement 1

Areas for improvement

1. To ensure a well maintained, welcoming and safe environment, the provider should continue progressing their environmental improvement plan. Priority should be given to replacing poor condition internal bedroom doors.

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 5.24).

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 ensure a well maintained, welcoming and safe environment, the provider should continue progressing their environmental improvement plan. Priority should be given to replacing poor condition internal bedroom doors.

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 11 January 2024.

Action taken since then

The service provider showed us that significant progress had been made with environmental improvement plan and that practical work on the flooring (carpets) and replacement of doors was to happen in the following couple of months. This reassured us but we decided to keep this area for improvement in place until the actual work has been completed. It is important that is completed as it helps to make sure people's home is being kept and looked after to a standard they should expect.

This Area for Improvement was not met at this inspection visit.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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