

Daviot Care Home Care Home Service

Daviot
Inverness
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Type of inspection:
Unannounced

Completed on:
5 December 2024

Service provided by:
Daviot Care Limited

Service provider number:
SP2010010915

Service no:
CS2010249586

About the service

Daviot Care Home is registered to provide a care home service for a maximum of 94 adults including people with mental health conditions. The service provider is Daviot Care Limited, which is part of the Meallmore group.

The care home is situated in well maintained, landscaped grounds, approximately seven miles south of Inverness. The building comprises of a converted Victorian building with an adjoining two storey extension, a three bedroom cottage and a separate single storey purpose-built unit.

The care home is divided into four units; 'The Lodge', 'Heather Unit', 'Moy Unit' and 'Drumboe unit' which aim to meet the different types of care needs of the people who live there. All bedrooms have en suite toilet facilities and the majority also have en suite showers. There are a number of shared lounges, dining rooms, bathrooms and toilet facilities throughout the home.

About the inspection

This was an unannounced inspection which took place between 2 and 5 December 2024. The inspection was carried out by four 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 20 people using the service and 11 of their family and friends
- spoke with 17 staff and management
- spoke with seven visiting professionals
- observed practice and daily life
- reviewed documents
- reviewed a number of survey responses from staff, relatives and visiting professionals.

Key messages

- There is a strong and stable staffing team in place.
- Staff were kind, caring and respectful towards people.
- Internet access across some areas of the service was variable.
- The service was very responsive to suggestions made during the inspection.
- Improvements to be made in some areas of support and the daily documentation used to record these were highlighted to the service.

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?	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?

4 - Good

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

People were treated with warmth and kindness by staff who knew them well. We consistently saw positive relationships between people and staff in the service, this meant people received responsive and compassionate care.

High quality nursing care was being provided and the service was responsive to health concerns and falls. It was highlighted during the inspection that some people would have benefitted from additional comfort checks and the service responded to this suggestion immediately.

Personal plans sampled contained an appropriate level of detail and were regularly updated, this meant people were supported by staff who had the correct information needed to provide their care and support. Feedback from the previous inspection had been acted upon and choking risk assessments were now in place. In the health care assessments and documentation sampled we found there was not always sufficient information recorded for areas such as hydration, oral, and wound care (**see area for improvement 1**).

People benefitted from timely reviews of their care and support at least every six months. The review process could be further improved by ensuring that it focuses on reviewing the person's written care plan (**see area for improvement 2**). Relatives felt that the service was responsive and attentive to changes in their loved ones, and they told us:

"It's absolutely perfect. The home couldn't do more for [my relative]."

and

"It's very relaxed. Staff here never let anything phase them."

There were dedicated activities co-ordinators in the service and we could see they had provided a wide range of activities and opportunities for people inside and outside of the home, and in the local community throughout the year. There were some 1:1 activities for those who did not wish to join group events. In some areas of the building there was not a sufficient Wi-Fi connection for people to access the internet, this meant some people could not maintain digital interests and connections in the comfort of their own room (**see area for improvement 3**).

People benefitted from meals prepared on site which looked appetising and well prepared. Staff provided respectful and dignified support to eat when needed, this meant people were supported to have a good nutritional intake and enjoyed homely and relaxed mealtimes.

Areas for improvement

1. To support positive outcomes for people who use the service, the provider should ensure but not limited to;

- a) improvements are made to supporting people with their daily oral care and accurate recording of this
- b) people have regular access to fluids and where someone is at risk from dehydration, fluid balance charts are accurately maintained
- c) where an individual has a wound or pressure ulcer, their records include a wound assessment/treatment chart, a record of the treatment, and photographic evidence of the wound.

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); and

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

2. To ensure ongoing good outcomes for people, formal six monthly reviews should include reviewing and considering the person's "written care plan". If changes are identified the care plan should be updated to reflect these. This should include financial plans.

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

'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17).

3. To support people to maintain their interests and meaningful connections, and to get the most out of life, the provider should improve access to the internet and technology within people's rooms.

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

'If I experience 24-hour care, I am connected, including access to a telephone, radio, TV and the internet' (HSCS 5.10).

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.

People were supported by a stable and well-established staff team. Staff maintained a calm and relaxed atmosphere and we consistently saw kind and warm interactions between staff and people. This meant that people were supported by a staff team who knew their communication preferences and were able to de-escalate situations effectively so that people did not experience stress and distress.

Safer recruitment processes were being followed by the service and there was very little use of agency staff, this evidenced the service was retaining staff and recruiting to any vacancies promptly.

The provider's dependency tool, based on the Isaac and Neville assessment, was used to calculate staffing numbers and assessments were continuously updated to ensure these were accurate. The management team were able to demonstrate how they used their knowledge of staff skills and strengths to ensure staff were deployed effectively across the units within the service. Staff worked flexibly and all recognised their responsibility to work as a team to ensure that people could be supported promptly.

Staff appeared motivated and the morale within the staff team was positive, staff told us:

"I feel valued. They're amazing to work for."

and

"The whole company is a team. We're lucky with our set up."

Relatives told us their loved ones were supported by a familiar staff team, and they were always made to feel welcome when visiting. Many staff members were considered 'home-grown' and had progressed into more senior roles through the provider's staff development program, this showed that staff were valued and supported with career progression by the provider.

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 enhance people's wellbeing, and support people to maintain their interests, make meaningful connections, and to get the most out of life, people living in Daviot Care Home should have the opportunity to participate in both indoor and outdoor activities.

This should include but not limited to:

- a) the regular provision of activities that are reflective of people's needs and tailored to people's choices and preferences;
- b) the promotion of links with the local community;
- c) improve access to technology within people's rooms to enable them to remain in contact with relatives and friends as well as benefit from the opportunities of internet access to entertain and maintain their interests; and
- d) activities should be planned, delivered and evaluated on a regular basis to ensure they remain relevant for each person.

This is to ensure that care and support is consistent with the Health and Social care standards 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); and

'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential' (HSCS 1.6).

This area for improvement was made on 25 April 2023.

Action taken since then

There was an enthusiastic activities team in place and a clear plan of activities available which provided people with a variety of opportunities both inside and outside of the home. Some of the activities included were gardening in the polytunnel, a 'men's shed' group, and supported bike rides when weather permitted. The service now has exclusive access to a car which had enabled links in the local community to be maintained.

Feedback from people and their relatives is used to inform activities plans, and new technology has been introduced including an interactive touch table screen to provide a wider variety of in-house activities.

Internet access and a Wi-Fi connection remains variable in some parts of the home and an area for improvement has been made in relation to this - please see key question 1.

With the exception of internet connectivity, this area for improvement has been met.

Previous area for improvement 2

To support positive outcomes for people who live in the Drumboe unit service and ensure people's care and support meets their needs and is right for them, the provider should;

- a) undertake a formal review of the aims and objectives of the service
- b) ensure individuals are receiving the right care and support that has been commissioned for them
- c) ensure staffing levels are sufficient to enable people living in the Drumboe unit to develop their interests, strengths, and skills outside of the care home
- d) provide opportunities to stay connected to the local community.

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); and

'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential' (HSCS 1.6).

This area for improvement was made on 25 April 2023.

Action taken since then

A review of the aims and objectives of the Drumboe unit has been undertaken and the mission statement updated.

There is now a more robust pre-assessment process in place for people moving to the unit to ensure the right care and support is in place for them.

There has been considerable work completed to begin using the 'Outcomes star' with people in the Drumboe unit with the intention of providing people with more confidence and clear priorities in relation to their outcomes. An additional staff member has been allocated to the unit to increase the focus on promoting independent life skills where possible.

People living in the Drumboe unit had been involved in community activities and events in the main home. Plans to improve and develop the games and cinema room the Drumboe unit building had been developed with input from people living there, and these improvements had recently been started.

This area for improvement has been met.

Previous area for improvement 3

To provide staff with an opportunity to directly reflect on practice, raise potential concerns, discuss changes in guidance and identify learning opportunities as relevant, the provider should ensure all staff have access to and receive regular supervision and an annual appraisal.

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

'I have confidence in people because they are trained, competent and skilled and are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 18 June 2021.

Action taken since then

Good progress has been made in this area, the majority of staff had recently had a supervision and appraisal and those outstanding had been arranged.

We would see connections between feedback from staff supervisions and appraisals and improvements made by the management team, this gave us confidence the service was responsive to staff feedback. Staff told us they found their supervisions helpful and beneficial to their practice.

This area for improvement has been met.

Previous area for improvement 4

To ensure people's care and support needs are met by the right number of people, the service should have contingencies in place to be able to increase the number of staff available in each unit, including overnight, when people's support needs and dependency levels are high. This should include, but not be limited to times when people are approaching end of life, are very unwell or experiencing stress and distress.

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

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

This area for improvement was made on 25 April 2023.

Action taken since then

The service has a stable staff team in place and there has been very little use of agency staff in recent months, this means people were supported by a consistent staff team.

Staffing levels were reviewed regularly using the provider's dependency calculator and this, along with the management team's knowledge of people's needs, was used to inform staffing levels appropriately. We could see the management team had actively increased staffing levels where it was identified as needed.

There are clear processes for senior staff to follow in the event of staff absence and there was evidence these have been effective in ensuring shifts are covered promptly.

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?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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