

Tigh-Na-Muirn Limited Care Home Service

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Monifieth
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Telephone: 01382 532 357

Type of inspection:
Unannounced

Completed on:
7 February 2025

Service provided by:
Tigh-Na-Muirn Limited

Service provider number:
SP2013012083

Service no:
CS2013317806

About the service

Tigh-Na-Muirn Limited is a care home for older people situated in a residential area of Monifieth, close to local transport links, shops, and community services. The service provides residential care for up to 59 people.

The service provides accommodation over two floors in 55 single and two double bedrooms, each with an ensuite bathroom. There are a selection of lounge and dining rooms. The home sits within large, well tended gardens and there are further smaller enclosed outside spaces for people to enjoy.

About the inspection

This was an unannounced inspection which took place on 3 February 2025 and 4 February 2025. Two inspectors carried out the inspection from the Care Inspectorate.

To prepare for the inspection we viewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with 14 people using the service
- spoke with seven families
- spoke with staff and management
- received feedback from three visiting professional
- walked round the building and observed practice and daily life
- reviewed documents.

Key messages

- * The provider of the home had changed since our last inspection. During this transition, people experienced stability in their care and support.
- * People experienced very good support that met their needs and wishes.
- * There were high levels of satisfaction expressed from people experiencing care.
- * People's health needs were being met with well-established links with healthcare professionals.
- * Management of prescribed creams could be improved.
- * There was a robust handover system and communication was good.
- * Staff were welcoming, warm, and worked hard to support people.
- * We were confident people experiencing care benefitted from staff who were skilled and knowledgeable.

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 made an overall evaluation of very good for this key question, as there were major strengths in supporting positive outcomes for people. There were few areas for improvement.

People experienced very good support that met their needs and wishes. Staff were respectful, patient and kind. The provider of the home has changed since our last inspection. During this transition, people experienced stability in their care and support from a staff group who knew them well. A family member shared "Moving my parent to Tigh-Na-Muirn has been the best decision we have ever made; my parent has flourished and now has a great quality of life".

There were high levels of satisfaction expressed from people experiencing care. One person shared, "I'm very happy here, it's my home". This supported people's overall health and wellbeing.

People looked well and were well presented. This contributed positively towards people's sense of worth.

People were encouraged to move regularly. Staff worked closely with physiotherapy staff. The service was using a multifactorial risk assessment to minimise the risk of falls. People could be confident that the service had good management oversight of reducing the risk of falls.

Activity coordinators were in post however, it was positive that a whole team approach was being undertaken. Staff took every opportunity to engage meaningfully with people and this enriched their day. Seasonal events were celebrated, which helped people remain orientated to the pattern of the year. For example, a Burns Supper and plans for a Valentine's Ball. People had the opportunity to access the local community. These opportunities enriched people's lives.

Intergenerational links with a local school and nursery promoted social connections between people of different ages. One family member shared "it has brought my loved one to life and it has really improved their mood".

People were supported to keep their own pet within the home. This provided companionship and joy to people.

Everyone had an electronic personal plan in place which contained guidance around the care and support they required. However, we found some vague statements such as "all practical help is given". There was a risk new staff would not have enough information to care for people safely. This was raised with the manager at the time of the inspection, who responded immediately to improve this area for development.

People's care was regularly reviewed. This meant people's care and support was at the right level to meet their needs and wishes.

People had anticipatory care plans in place. This ensured people's specific wishes and preferences regarding their care were known, should their condition deteriorated.

Daily recordings of care and support were of varying quality. They were mostly task orientated and did not reflect people's views or feedback. We brought this to the manager's attention and the manager responded immediately to make improvements.

People's health needs were being met with well-established links with healthcare professionals. One visiting professional told us the "Staff have great oversight" and are "very proactive". This meant people's health benefitted from the right healthcare, from the right person, at the right time.

Staff were observed responding sensitively, providing support and reassurance on occasions when people were distressed. This contributed to people feeling safe and valued. Whilst it was positive behaviour charts were being completed to inform assessment of stress and distress, we found these had not informed support strategies. This meant personalised care may not be delivered, resulting in further distress for people. This was raised directly with the manager who responded immediately to make improvements.

People benefited from access to a tasty, varied and well-balanced diet. People enjoyed their meals in a relaxed and unhurried atmosphere. Portions were of a good size and people were offered additional helpings which they enjoyed. This supported people's nutritional needs.

Staff supported people to maintain a good food and fluid intake. Designated staff were employed to monitor people's weights and food and fluid intake. Staff were attentive to people during mealtimes to meet people's needs.

The service had a medication policy in place and medication audits were carried out. We were confident people had received the right medication at the right time. This helped people to maintain good health.

Management of prescribed creams could be improved. For example some did not contain a label, and the date of opening had not been recorded. This meant staff did not have clear directions when supporting people with their creams. We drew this to the manager's attention and had confidence this would be actioned. We will follow this up at our next inspection.

How good is our staff team?

5 - Very Good

We made an overall evaluation of very good for this key question, as there were major strengths in supporting positive outcomes for people. There were few areas for improvement.

Staff were welcoming, warm and worked hard to support people. People were not rushed. Buzzers were answered quickly, and people said that they got the care and support they needed, when they needed it.

Staff worked well together in a supportive and respectful manner that helped create a positive team spirit. This sense of togetherness provided a pleasant and positive atmosphere for the people experiencing care.

There was a robust handover system and communication was good. This supported staff to have the right information to care for people safely and effectively.

The provider supported staff wellbeing. Staff told us they felt valued. One staff member shared "we have a very supportive leadership team who are very approachable". There was recognition and celebration when staff had gained qualifications and promotions. There were encouraging activities to promote morale such as yoga classes, employee of the month and health related awareness sessions. People benefited from a motivated and well supported staff group.

The service followed safer recruitment guidance. This helped keep people safe. We observed that people living in the service were not currently involved in staff recruitment. This is something the service could develop.

We were confident staff started work with sufficient knowledge and skills to undertake their role. Staff benefited from an enthusiastic and committed training manager. There was a robust training matrix in place and there was very good oversight of staff training needs. Staff had a tailored training plan to meet their needs, and this was filtered through supervision sessions to develop and maintain good practice.

The provider was committed to support internal career progression and leadership qualifications to upskill staff. Some staff were undertaking Scottish Vocational Qualifications (SVQ). Staff shared they found training beneficial in helping them to improve their knowledge base and build on skills. This meant staff had the necessary skills, knowledge and competence to support people.

Staffing levels were appropriate at the time of our inspection. However, on day one of our inspection we found staff were not always visible, particularly on the upper floors of the building. We heard this was due to staff taking their break together. The manager should consider the allocation of staff breaks and the deployment of staff to ensure staff are available and responsive to people's needs. A dependency tool helped to inform the staffing arrangements for the service. This meant staff had time to provide care and support and engage in meaningful interactions with people.

Staff reported feeling supported in their role and were happy working in the service. Systems were in place to support staff development which included supervision sessions and observation of practice. This helped ensure a competent and confident workforce.

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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