

Bruach House Care Home Service

35 Seabank Road
Nairn
IV12 4EU

Telephone: 01667 455 988

Type of inspection:
Unannounced

Completed on:
27 February 2025

Service provided by:
Carolton Care Ltd

Service provider number:
SP2003907686

Service no:
CS2008168451

About the service

Bruach House provides residential care for up to 22 older adults and is situated in a quiet, residential area of Nairn. The care home is in a Victorian building which has been tastefully extended, and has pleasant garden areas. Bedrooms are located across two floors, with a stair lift available to access the second floor. Each bedroom has en suite facilities. There are lounge and dining areas located on the ground floor.

The provider is Carolton Care Ltd.

About the inspection

This was an unannounced inspection which took place between 24 and 27 February 2025. 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 five people using the service and five of their family or friends.
- spoke with seven members of staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals
- reviewed survey responses from people using the service and their representatives.

Key messages

- Staff treated people with warmth and kindness.
- There was a strong and stable staff team in place.
- People enjoyed participating in a variety of activities.
- Quality assurance and auditing processes had improved.
- People benefitted from an environment which was pleasant, clean, and very well maintained.

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 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.

We saw kind, caring and compassionate interactions between staff and the people they support. Staff clearly knew people very well, they were attentive to their needs and were able to provide comfort and reassurance effectively because of this.

The activities within the home were well led and full of energy, laughter, and engagement. There were good links with the local community and joint events were often held with the providers other care home located nearby. Activities promoted regular exercise and were adapted to suit individual abilities, helping people to maintain an active lifestyle. We were able to see photos of the outdoor activities held throughout the year, and people told us there were activities they enjoyed available to them.

Medication processes within the home were robust and well managed. Where PRN ('as required') medication was prescribed, a clear protocol was in place for staff to follow. Medication was stored safely and securely, and staff felt confident in medication administration. This meant people's health benefitted from receiving appropriate medication administered by trained staff.

All meals were prepared in house by a team of catering staff. Meals looked appetising and well presented, and people told us they enjoyed the food served. Kitchen staff were familiar with allergies and dietary preferences, and alternative menu choices were offered to people when requested. One person told us:

"I can't complain about the food, it's really like a 5* hotel here."

Reviews of people's care and support were being held at appropriate and regular timescales and were being recorded effectively. The service had made recent improvements to their care and support plans, we asked them to add further information to assessments and healthcare records to ensure these were robust and in line with best practice guidance.

Healthcare assessments, such as monitoring people's weight, were completed regularly to ensure care was responsive to any changes in people's health. There were strong links with visiting professionals who spoke very highly of the service and their communication, this meant that people had prompt access to health care when needed. A visiting professional told us:

"Staff here are exemplary and they take ownership of the residents' care. There is always a friendly atmosphere."

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.

There was a stable and long-standing staff team in place in the service, and there was generally no use of agency staff, this meant people were supported by a consistent and familiar team of staff. New staff were recruited safely and in line with current guidance.

Dependency assessments were used to calculate staffing levels effectively, these were regularly updated by the management team and informed by the Indicator of Relative Need (IoRN) tool. The management team had a good understanding of individual strengths within the staffing team and deployed staff effectively. We saw staff responding promptly to people who had used their buzzer to call for assistance, and interactions were always with warmth and kindness. One person told us:

"I love it here. If I need help all I do is press my buzzer and they come."

Staff had time to engage in meaningful activities and conversations with people in between supporting with caring tasks. We saw examples of staff noticing when people were becoming distressed, and responding by supporting them in a kind and caring manner to promptly deescalate the situation.

There were regular observations of staff practice carried out which evidenced the management team had robust quality assurance processes in place, and were familiar with the strengths of the staff team. Staff meetings were held regularly, and staff benefitted from formal supervision throughout the year which provided opportunities to reflect upon their practice and discuss their future training needs. This meant people were supported by a staff team who felt valued and motivated. One staff member told us:

"I cannot ask for more, we are like a family here."

Staff who did not have direct caring responsibilities recognised the importance of their roles which contributed to a very warm atmosphere in the home and positive working relationships amongst the whole staff team. People told us:

"The staff are super."

and

"I think the staff are great, they really are."

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 support people's safety, health and wellbeing, the provider should ensure that quality assurance for people's general health and their wellbeing support is comprehensive and effective. Suitable quality assurance systems and processes help to identify and drive improvement where this is needed.

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 13 February 2019.

Action taken since then

We sampled a number of audits and documents during the inspection and could see a significant improvement in the quality assurance activities carried out within the home. Where actions were identified as necessary during audits these could be clearly followed to completion and a robust system was now in place.

This area for improvement has been met.

Previous area for improvement 2

To support people's health and wellbeing, the provider should ensure that infection prevention and control practice in the service is as good as it can be. Staff should be given further support for this so as to maintain high standards and to help minimise infection risk in the care home. Further quality assurance activity and support by management should be undertaken to promote this.

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 24 October 2022.

Action taken since then

During the inspection we saw staff using personal protective equipment (PPE) correctly. There were ample supplies of PPE in the home and staff were confident in how to use these. We could see from training

records that staff were undertaking quarterly refresher training on how to correctly don and doff PPE, this was facilitated by a colleague who had been trained for the role of 'PPE Champion'.

The home environment was maintained to a very high standard, and housekeeping staff were confident in their role and how this aided preventing the risk of infections within the home.

This area for improvement has been met.

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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