

Malin Court Care Home Service

Malin Court Nursing Home
Turnberry
Girvan
KA26 9PB

Telephone: 01655 331457

Type of inspection:

Unannounced

Completed on:

2 September 2019

Service provided by:

Malin Housing Association

Service provider number:

SP2003002266

Service no:

CS2003010271

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service has been registered since 2002.

The accommodation at Malin Court comprises of a residential nursing care home alongside a high quality hotel and restaurant. The services share areas of the hotel especially the high quality Cotters restaurant, where residents can dine along with paying guests from the hotel and enjoy a professionally prepared menu of high quality cuisine, whilst enjoying panoramic views across the sea to the Ailsa Craig and Isle of Arran. Residents can also choose to have their meals in the comfort of their own apartments, many residents choose this option.

The residential accommodation has individual style apartments with en-suite toilet and shower/bathroom and small kitchenette facilities fitted with cooker, fridge and microwave. This allows residents to make their own teas, coffees and snacks. The individual apartments are large enough to incorporate a sleeping area and sitting/lounge area, with sea views overlooking Maidens Bay the Firth of Clyde to the Isle of Arran.

The apartments are fitted with an alarm system connected to the main office, including a personal mailbox, private telephone and TV aerial including satellite if required. Residents are able to furnish their own apartments to their individual taste including décor, personal ornaments, furniture and pictures.

The home has recently added a large conservatory, which is open to the public and offers afternoon teas and a variety of menus, including providing entertainment events which are again open to the public but that residents can attend should they wish.

There has been a recent change of management due to the retirement. A new manager has been employed to cover all the services and facilities including the hotel, restaurant and care home. However there remains a manager and deputy covering the care home side of the business.

What people told us

Residents we spoke to during these inspections visits, mostly in their own individualised apartments, told us they were satisfied and happy with the standard of service at Malin Court. Some commented on the staff describing them as caring and helpful. We spoke to some relatives visiting at the time and they were also very satisfied with the standard of care delivered by the staff team at Malin Court.

The residents benefit from access to the restaurant within the hotel complex including the newly built large conservatory which now provides afternoon teams. Residents are also able to attend the entertainment events hosted by the hotel and restaurant which are open to the public.

We received completed care standard questionnaires from residents and relatives, some provided written comments, residents said,

"I feel I am very fortunate to be living in Malin Court."

"Overall the care is good a few carers go that extra mile and are excellent. Only one or two order me around."

"There have only been two occasions which took me out of the home."

Relatives commented that,

"Malin Court is an excellent care home with a unique and beneficial combination of hotel. This makes the place a lively in a way that an ordinary care home cannot be and I am sure helps the staff keep in good spirits as well as benefiting the residents directly."

"My relative is content and well looked after there, he is lucky to have found such a place and his relatives all feel that."

"The compassion and care shown to my relative is outstanding. They are treated with dignity and to know they are safe and happy gives the family peace of mind."

"Our family is pleased with the care our relative receives at Malin Court, their special needs are cared for in such a kind sympathetic manner. The staff at all levels are professional, kind and extremely caring. We could not ask for a better place for our relative to live."

"My relative has developed dementia since moving to Malin Court. While they are well looked after I feel that the quality and training available to the care staff is limited. While people respond kindly, they often respond in a way that can result in agitation. I believe that better training on what dementia is and how best to support people at all stages of dementia would improve the quality of care offered at Malin Court."

"Most of my concerns relate to the quality of the food.... The quality of the food has deteriorated considerably over the years... my relative has complained frequently and vociferously but without success..."

"Malin Court is now a building that has some physical problems. The drains seem to block often resulting in strong smells... I would like to know what plans are in place. My relatives care plan is left on her chair settee and accessible to anyone visiting. This is not appropriate."

In response to some of the comments we received from residents and relatives during this inspection, we discussed these issues with the management of the service. We recognised the considerable work and progress made in some areas since the previous inspection and will continue to review these areas for development in future visits.

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?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed

How well is our care and support planned?	5 - Very Good
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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

People who use care services should feel confident they will be supported with compassion, dignity and respect. During this inspection visit we continued to find evidence of very good standards of achievement in delivering care and support with dignity compassion and respect for the individual person.

We met with residents and their relatives and discussed their level of satisfaction with the standard of service provided. We reviewed their responses and comments in returned care standard questionnaires.

The evidence and information we received and reviewed during this inspection process, continues to support an overall very good standard of achievement in relation to this statement.

People told us they were comfortable with the staff team and spoke highly of them describing the staff as caring, friendly and helpful. This helps to ensure that people living within the care home are confident that they will be looked after, which helps to alleviate any anxieties and concerns. This also means people can feel assured they will be cared for with kindness and compassion. Relatives told us this gave them a peace of mind and reassured them their loved ones were appropriately cared for and supported.

During our inspection visits, we witnessed engagements with residents to be positive and professional in manner but also undertaken with kindness and consideration to the needs and personal preferences of the individuals. We observed many of the staff team including kitchen/catering, laundry, domestic, nursing and care staff interacting with residents and showing respect and consideration to them as individuals.

During our discussion with the staff team we heard some issues relating to team working and the levels of need increasing requiring considerably more physical assistance in meeting those needs. We discussed with the managers the increasing demand placed on the care staff to due to the increased levels of care and support required. They will continue to monitor using appropriate dependency assessments and ensure that they are able to respond flexibly to continue to meet the identified needs of the residents living in Malin Court.

Individuals should be encouraged and supported to get the most out of life through meaningful interactions and activities. We saw that the service had implemented and was now involved in the 'Care About Physical Activity' (CAPA), programme. This aims to help staff incorporate physical activity and movement into residents' daily lives. We spoke to the activity coordinator and reviewed the development of this within the service.

We saw that the service through the activity coordinator and the staff team have been implementing the CAPA approach and have made progress since the previous inspection. There were a number of activities organised including outings, events and entertainment arranged for the hotel and restaurant that are open to the public which residents can attend if they wished.

There is an art group with examples of works completed by residents displayed on the walls. Several of the group activities have become quite competitive with trophies being awarded encouraging further attendance and recognition for these achievements. Local nursery children visit on a regular basis and the service organised a small mini Olympics during the summer which gave the residents great enjoyment.

Although the care home does not have its own transport, they have therefore utilised the community transport service that provides wheelchair accessible transport. This helps to ensure that residents get out and about and engage with the wider community, which gives them opportunities to look forward to.

We discussed with the management the need to continue to promote the positive outcomes that can be achieved by continuing to implement the principles of the CAPA programme throughout the whole staff team.

We did hear some comments from staff about focusing on the priority of meeting individuals care and support needs first, however we would direct them to the benefits of incorporating activities within all aspects of the resident's daily life. This helps to improve the quality of life for people and ensure they can participate and enjoy activities, maintain hobbies and other interests that help to stimulate and keep people active and engaged. Thus, benefiting their overall health and well-being.

We also heard from some relatives who were concerned that as their relative declined, they would not be able to participate and attend the activities in the same way. We discussed this with the managers that consideration was given to residents with more advanced levels of dementia or physical care requirements to ensure they do not miss out on potential opportunities and activities that would benefit them.

It is important that people who use care services feel their health benefits from their care and support. We reviewed the care and support planning documentation within the service and gained feedback from residents and their relatives.

We saw that the health needs of individuals was assessed by qualified nurses using various assessment criteria, this helped to identify individual's health needs. This then informed the type of care and support a person required, which was then documented within the person's care plan.

We could see that these plans were regularly updated and regular contact with relevant medical/health professionals was evident.

Some residents we spoke to, told us they recognised an improvement in themselves since being at Malin Court. This was put down to factors such as, the availability of trained, experienced carers and nurse as well as the regular nutritious meals and access to other people to socialise with should they choose.

Although, some also reminded us that this was not their home, but with some level of insight into their health needs, recognised their requirement for more assistance and support with daily living activities and personal care.

Areas for improvement

1. The service needs to continue to develop and implement a varied and available activities programme. We recognise and commend the service and the activity coordinator for leading this improvement and providing consistent approach to delivering various activities for residents. This includes the implementation of the CAPA programme principles. We would look to see the service maintaining this as an ongoing area for development.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 1.25 which states 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

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

People who use care services should have in place a detailed plan of care which outlines how their needs will be met, linked to their choices and preferences. Since the previous inspection we saw considerable work had been undertaken to develop and implement a more person centred format of the care plans.

We reviewed a number of these plans and found they had been completed with some very good detail and information about the person, their loves, lives and contributions to the world.

This information gave a very good personal history of the individual, which helps to create a more person focused approach with the staff team when engaging with individuals and providing support to them. Some had old photographs of important events related to that person, this reminds us of them in their past when they were younger and not just a combination of health/medical related issues.

We saw that the information had been gained with the participation and involvement of residents, relatives and the staff. This made people feel recognised and that their views and opinions matter. Which helps people to feel in control and maintain their independence by giving them their place.

Individuals are assisted to attend GP and hospital appointments and can also access private health professionals should they wish. We could see that these were followed up by the care staff to ensure that any prescribed treatment regimes were appropriately implemented.

We discussed the progress and further development of these plans.

This is to ensure that the information and descriptions of support needs detailed within the care plans are fully embedded within the processes and procedures of the daily care and support delivered to people. This means that all staff work consistently across the whole team and that staff are fully conversant with the information and details of a person's needs and level of assistance and support contained within their care plan.

We discussed this during feedback and whilst we recognised the improvement and considerable amount of work undertaken to date, we also recognise the ongoing need to ensure that these person centred care plans help to generate and enhance the quality of support provided to the residents of Malin Court. (See area for improvement 1)

Areas for improvement

1. The manager and deputy should continue to ensure that all staff are fully conversant with the identified health needs and personal background information within the care plans. This is to ensure a consistent person centred approach is adopted by the whole staff team within the service. This should include identification of individual outcomes and goal planning as well as support required to work towards achieving these. This would enhance and provide a consistent approach to support provision for each resident.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: 1.15 My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices

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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good

1.3 People's health benefits from their care and support	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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