

Clinton House Nursing Home Care Home Service

1 Ayr Road
Shawsburn
Larkhall
ML9 3AD

Telephone: 01698 883043

Type of inspection: Unannounced
Inspection completed on: 26 October 2017

Service provided by:
Clinton House Strathclyde (Care Homes)
Ltd

Service provider number:
SP2003002417

Care service number:
CS2003010566

About the service

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Clinton House Nursing Home is a care home in Shawsburn near Larkhall. Whilst it is located in a rural setting there are local transport links near to the home. The home has twenty-four bedrooms with the majority of rooms benefitting from en-suite facilities. There is an upstairs which is accessible by passenger lift or stairs. There is an enclosed garden space and a large car parking facility for visitors. The service is registered to provide care and support for twenty-six older people, including up to eight younger adults. At the time of this inspection, twenty-four people were living there.

The home aims "to deliver care in a professional manner and adopt a holistic approach to care, while affording dignity and respect to each individual resident".

What people told us

We received fifteen completed Care Standard Questionnaires and spoke to service users and relatives during the inspection.

From the returned Care Standard Questionnaires we were able to establish that 100% of the residents strongly agreed or agreed with the following statements:-

- I am treated fairly
- There are frequent social events, entertainment and activities organised that I can join in if I want to
- I am encouraged to discuss any views about the care home
- the staff know my dislikes and preferences and do what they can do meet them
- I am confident that the staff are meeting my healthcare needs
- The home is clean, hygienic and free from smells
- I am confident that staff have the knowledge and skills to care for me
- My privacy is respected by staff and other residents
- The services ask for my opinions on how it can improve
- Overall I am happy with the quality of care I receive at this home.

Some of the comments received from residents and relatives were as follows:

'All staff are exemplary. Always keep me informed and are so kind and helpful when I visit'

'I recognize that despite challenges staff face while caring and assisting some residents the levels of care, support, encouragement and friendship is exceptionally high. I had the opportunity, unfortunately, to contrast this particular care home with another'

'Whilst on the whole the staff are very friendly and approachable, it is unfortunate that they are unable to provide some time to do simple strength and balance exercises with the residents' '...the garden area is neither easily accessed or resident friendly... Also some outside maintenance is required - basic things like cleaning gutters, weeding etc...'

'[relative] is very well cared for at Clinton House. She has her own room, with her own furniture. She is encouraged to display pictures and photographs on the walls. The staff are thoughtful and attentive. They know [relative] well and are patient and understanding. They speak to her in a pleasant manner which is never patronizing. The care home manager, Moira, is very attentive and makes a point of spending time with [relative] and ensuring that her needs are met'.

'The staff nurses meet [relatives] medical needs and organize visits from her own doctor, optician etc... All staff prioritize [relatives] dignity. Day to-day care at Clinton House is excellent. 'There are regular outings and entertainment to stimulate, including visits to church...'
'[Relative] is particularly complimentary about the food provide and laundry service which is extremely efficient'.

We spoke with residents and relatives during the inspection and everyone testified to the homely environment and the high quality of care and support from the staff and the manager.

Self assessment

The Care Inspectorate did not request a self-assessment for this inspection year.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

Clinton House offers a homely and supportive environment for residents and their families. We observed resident's making use of a number of communal areas as well as spending time in their bedrooms. The residents benefit from a nutritious and varied diet and access to regular drinks and snacks. The culture within the staff group was to enable, facilitate and support the residents to be as independent as possible. During the inspection we observed caring interactions between staff and residents. Residents and relatives told us that the staff knew the residents well and were responsive to their individual needs and preferences.

Good arrangements were in place to support residents with any health and/or social care needs. This included promptly identifying any health concerns, making referrals to relevant health professionals and supporting health care plans. Residents were supported to access a range of external health professionals. In addition, the link social worker from the local Social Work Department meets regularly with the manager to discuss the residents' needs in-line with relevant legislation. The manager operated an open door policy and residents and relatives told us that the manager of the home was accessible to them and that they could easily approach her and a range of other staff, to discuss any matters they were concerned about.

There is an activity coordinator and a range of planned activities on offer to enhance the residents' quality of life. These included small group activities, music, pampering and arts and crafts. Service users also testified to the benefits of going on day trips using the service's minibus. In addition, the service has developed links within the local community which had enhanced the experiences for residents.

Staff were encouraged to undertake a SVQ qualification at a level appropriate to the work they performed and the manager monitors compliance with registration requirements. With the exception of newly appointed carer's, all staff were registered with the Scottish Social Services Council (SSSC) or the Nursing and Midwifery Council (NMC). We found that staff have undertaken some training and developmental training in-line with good practice and that they have regular supervision with their line managers.

People who use the service told us that the staff worked hard and were kind and caring towards them. In general we found that the residents' wellbeing and quality of life outcomes at Clinton House were very good.

We found the management receptive to feedback and committed to improving the outcomes for their residents.

What the service could do better

During the inspection and at feedback we discussed a number of areas where we felt the service could develop further.

We made a recommendation at the last inspection (recommendation 1) in relation to restraint of residents. The service was able to demonstrate that appropriate steps have been taken to improve staff knowledge of the good practice guidelines as outlined in the Mental Welfare Commission's 'Rights, risks and limits to freedom'. We could see improvements have been made in consulting all relevant parties and in the documentation. However, the principles and procedures of this need to be adopted across the service and applied for, all measures of restraint therefore we will monitor this further at the next inspection.

The careplans could be improved to include more personalised information on how best to provide care and support to the residents. Staff know the residents very well however, some of this knowledge is not captured in the careplans and this is particularly crucial for the residents who exhibited stress and distress behaviours. The service has recently introduced recognised good practice risk assessment for managing skin breaks we will monitor this further at the next inspection.

The dementia training should be linked to the 'promoting excellence framework'. The manager should ensure that all staff are trained to an appropriate level including non-direct care staff. This will ensure improved outcomes for those residents with dementia. In addition, we encouraged the management to review how it offers training to staff in relation to health and care needs, specific to the residents that they care for instance, Parkinson's and Epilepsy.

The service has introduced staff champions as way of driving up standards across key areas of service delivery for instance dementia, infection control, falls prevention and oral hygiene. We would encourage the management to consider how best to support staff to actively develop these roles (Step Into Leadership, Scottish Social Services Council).

We would encourage the service to consider how best to support residents to access the secure outside garden and benefit from being outside in the fresh air.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Care plans should clearly outline areas of restraint and demonstrate greater compliance with the Mental Welfare Commissions good practice guidelines as outlined in 'Rights, risks and limits to freedom' – (http://www.mwscot.org.uk/media/125247/rights_risks_2013_edition_web_version.pdf).

The care plan should demonstrate that alternative approaches have been exhausted and all relevant parties have been consulted.

National Care Standards Care Homes for Older People: Standard 6 – support Arrangements.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
21 Sep 2016	Unannounced	Care and support	4 – Good
		Environment	4 – Good
		Staffing	4 – Good
		Management and leadership	4 – Good
4 Feb 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
18 Sep 2015	Unannounced	Care and support	4 – Good
		Environment	4 – Good
		Staffing	4 – Good
		Management and leadership	4 – Good
20 Feb 2015	Unannounced	Care and support	3 – Adequate
		Environment	3 – Adequate
		Staffing	3 – Adequate
		Management and leadership	3 – Adequate

Date	Type	Gradings	
2 Sep 2014	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 3 - Adequate 3 - Adequate
28 Mar 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 3 - Adequate
31 Jul 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 2 - Weak 4 - Good 4 - Good
20 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
27 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
30 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate Not assessed Not assessed
12 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
18 Oct 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed

Date	Type	Gradings	
10 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good Not assessed
28 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
30 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
20 Mar 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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