

Clinton House Nursing Home Care Home Service

1 Ayr Road
Shawsburn
Larkhall
ML9 3AD

Telephone: 01698 883043

Type of inspection:

Unannounced

Completed on:

28 March 2019

Service provided by:

Clinton House Strathclyde (Care Homes)
Ltd

Service provider number:

SP2003002417

Service no:

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. 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. At the time of inspection there were 24 residents.

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 11 completed questionnaires prior to this inspection. These were completed by people living in the home and their relatives. It was notable that 100% of responders either agreed or strongly agreed that they were overall happy with the quality of care received at the home.

We spoke to four people living in the home and a visiting relative as part our inspection visit. We were assured in these conversations that people were overall happy with the quality of care provided in this service. One person told us: "They look after me well".

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 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?	4 - 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

People should experience care and support where all people are respected and valued. Throughout the three days of our inspection visits we saw staff interactions that were caring and compassionate. Staff clearly had a

good knowledge of people's care needs, were respectful in their approach and treated people with dignity. We found the staff team to be consistent with very little in the way of staff changes over time. This consistency is beneficial to people in the service and provides for a very good experience of care. Staff told us they were part of a very good, cohesive team that were supported well by the home management team.

People living in a care home should have access to a private garden. We found that residents had free access to an outside private garden area that had plenty of seating and a level ground area. The service had plans to extend this out to include a sensory garden area at the rear of the current space. We saw this had been discussed and agreed with relatives at a families meeting.

People should be able to maintain and develop their interests, activities and what matters to them in a way they like. We saw that the home provided a wide range of activities that included outings to the local area, arts, crafts and attendance at church services. The evaluation of group activity was completed well and reflected a good level of participation in arranged activity. We did find the service was a little behind with individual evaluations. The service should ensure going forward that the individual records are kept updated to ensure activities are still relevant and in line with the wishes and preferences of each individual. These will be reviewed at the next inspection.

People's care and support meets their needs and is right for them. We were satisfied people's health and wellbeing needs were being met. We found that the home responded appropriately to accidents and incidents and put reasonable measures in place to reduce recurrence and associated harms. It was evident that the home worked effectively with other health professionals to ensure people's health needs were met. The home was in the process of putting into place revised personal plan templates. We found that the quality of these was generally good but sometimes inconsistently completed. The level of information within these plans in some cases could have been more personalised and detailed. The manager took on board our comments and was keen to further improve the quality of the service's personal plans. Progress will be reviewed at the next inspection.

Any treatment or intervention that people experience should be safe and effective. We found that medication was being administered appropriately but on occasion the result of "as required" medication administration was not being recorded. It is important this information is accurately recorded so the effectiveness of this type of medication can be assessed and, where necessary, changes made by relevant health professionals. (See area for improvement 1)

Areas for improvement

1. The service should ensure that the result of the administration of all "as required" (also known as PRN) medications is consistently and accurately recorded.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that any treatment or intervention that I experience is safe and effective. (HSCS 1.24).

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?

4 - Good

A person's personal plan (sometimes referred to as care plan) should be right for them because it sets out how their needs will be met, as well as their wishes and choices. Personal plans we reviewed as part of the inspection were mostly up to date and detailed people's support needs. We did find in some plans that the information about people's needs could be more detailed and personalised. It is important that information is clear, comprehensive and represents an individual's specific care needs. These will be reviewed at the next inspection.

We noted that in a couple of plans monthly evaluations had not been recently updated and that in some service reviews, to be carried out with people supported and/or their representatives, had lapsed. It is important that care plan evaluations are regularly updated to evidence that they are still effectively meeting people's care needs. It is a requirement within legislation that people's care is reviewed as needs change or, as a minimum, on a six monthly basis. The manager had recognised the areas for improvement we identified during inspection and had some plans in place to further improve as part of the continued roll out of the revised personal plans within the service.

(See areas for improvement 1 and 2)

Areas for improvement

1. The service should ensure that care plan evaluations are completed regularly and consistently to ensure care and support provided to people is effective and updated as necessary.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 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. (HSCS 1.15).

2. The service should ensure that all service reviews are carried out with the people being supported and/or their representatives as people's needs change or, as a minimum, once every six months.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that I am fully involved in developing and reviewing my personal plan, which is always available to me. (HSCS 2.17).

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

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'.

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.

This area for improvement was made on 26 October 2017.

Action taken since then

We saw restraint risk assessments were in place appropriately. We found that care plans for bedrails that had been properly considered, assessed and involved other health professionals as necessary.

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
1.1 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	4 - Good
How well is our care and support planned?	4 - Good

5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good
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