

Darnley Court Care Home Service

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Type of inspection: Unannounced
Inspection completed on: 7 February 2018

Service provided by:
HC - One Oval Limited

Service provider number:
SP2016012770

Care service number:
CS2016349791

About the service

Darnley Court Care Home provides accommodation and nursing care for up to 120 Older people. This includes the provision of continuing care for up to 30 Older people with mental health problems and intermediate care for up to 30 Older people who have been discharged from hospital.

The building is purpose-built with accommodation at ground level at the front and two levels to the rear. There are 4 separate units which have access to their own enclosed garden areas and a car park to the front.

The home is situated in the Darnley area of Glasgow and is near to public transport facilities.

The service has recently been re-registered with a new provider and is now part of the HC-One group.

HC - One whose mission statement is:

"Our company is built on the principles of involvement, accountability and partnership. We want HC - One homes to be the kindest homes in the UK with the kindest and HC - staff, where each and everyone matters and each and everyone can make a difference".

At the time of the inspection there were 77 people living in the service and 30 people receiving intermediate care.

What people told us

Residents and their relatives, we had contact with, were all happy with the quality of care received and in particular praised the staff for being caring and supportive.

'I have found that the staff support not only the resident but also close family'

'I am looked after very well and the staff have got to know me and my needs'

'I have received nothing but kindness since arriving at Darnley Court. I had a very difficult period but staff were very patient, reassuring me and my family'

'I just need to ask and the staff will get it for me'.

Self assessment

The service was not required to submit a self assessment as part of this inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Residents and relatives told us that they were regularly kept up to date and involved in making decisions about living in the home, mainly through meetings and speaking with staff on a regular basis. We saw that regular residents meetings were held to get feedback and discuss any changes within the home.

We found the home to have a calm and relaxed atmosphere, with good interactions seen between residents and staff. People spoken with were positive about their experience of staying here and recent reviews from relatives on carehome.co.uk were very positive.

How people spend their day is an important part of maintaining people's wellbeing and we saw that people living in the home were consulted about activities and outings enabling them to spend time doing things they enjoyed and wanted to do. However, during our visit, we only saw a few residents engaged in meaningful activities and we found that records could be further improved to reflect the outcomes and positive benefits for individual residents. One resident said that there was a 'lack of stimulation but good care'.

Care records should give clear direction about how to deliver each person's care and support as well as details of personal interests and preferences. Care documentation, that we viewed, was found to be overall well completed with up to date care plans, risk assessments and personal preferences. However, recording throughout needed to be more person-centred and outcome focused (**see Recommendation 1**).

We also found that the majority of entries in daily records were still very clinical and not reflective of how people had spent their day. Likewise, Lifestyle plans were good but evaluations were not reflective of how people spent their days, what the benefits were or what people enjoyed doing.

Care review document was seen to be fully completed however again these could be more person-centred and focus on what the person can do and the support needed to achieve their goals even if this is the maintenance of their current quality of life.

Where the home managed residents' monies, we found that some residents had accumulated significant amounts of money. We asked management to continue to explore how this money could be used to enhance the resident's quality of life and reflect any goals or outcomes at care review meetings.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure that people receive care and support which is personal to them, the manager should ensure that care records reflect a person-centred and outcome focused approach. Care reviews should also help to identify future plans and goals.

National Care Standards for Care Homes for Older People: Standard 6 - support arrangements.

Grade: 4 - good

Quality of environment

Findings from the inspection

People who lived in the home told us that they had been consulted about changes to the environment and one resident told us that as they preferred peace and quiet they were able to sit in a 'particular seat away from the noise'.

We saw that the home was welcoming with décor and furnishings in good condition. There was seating in corridor areas to allow people to rest while walking around the home and quiet rooms as well as an arts and sensory room. We found that some of the signage within the home could be improved in relation to guiding people around the home and management were aware that some of the bathroom and toilet areas were in need of refurbishment.

A condition from the recent registration required the new provider to install hand-washing sinks in domestic stores and to develop an action plan by the end of January 2018 in relation to improving the wet floor ensuite facilities. We found that hand-washing facilities were in place and the action plan for the ensuite facilities was still to be submitted.

People living in the home should feel safe and we saw that regular maintenance checks, repairs and servicing of equipment used within the home was in place to keep residents safe.

We were also satisfied with the monitoring of accident and incidents within the home and the action taken to minimise recurrence.

It is important that residents know the staff who are providing their care and we found that staff turnover had reduced and the staffing levels were above the assessed levels. Staffing levels were regularly monitored by management to ensure that the necessary levels of staff were on duty to meet resident care needs.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

People we spoke with were very positive about the staff and how they responded to their needs. Staff were seen to be friendly and enthusiastic in their interactions with residents.

People should be supported on a daily basis by staff who know how they wish to be cared for and are competent to do so. We saw that the service had a training schedule which reflected planned training for staff to attend and staff spoken with felt that they had the training they needed to do their job.

From training records, we could see that there was an overall high level of compliance with mandatory training with a current focus on managing behaviours that challenge and moving and handling training.

While some meetings and supervisions had taken place, to support staff and develop their level of knowledge and skill, it was not evident that these had been taking place on a regular basis. Management acknowledged this and agreed to improve these areas.

To ensure standards of conduct and practice are maintained, all nursing and care staff are required to register with either the Nursing and Midwifery Council (NMC) or the Scottish Social Services Council (SSSC). The service had a system in place and this was checked on a regular basis.

Recruitment was ongoing for permanent staff and although we found good recruitment practice, we highlighted a couple of areas for management to address.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

The service had good systems in place to monitor the quality of staff practice and resident care through meetings, surveys, regular audits and any compliments or complaints received.

The service should have a culture of continuous improvement with robust quality assurance processes. We saw that some of the audits undertaken within the service highlighted areas for improvement and the manager was addressing these through action plans and an improvement plan. However, it was not always clear if the planned action had been taken or if it had resulted in improvements in resident care **(see Recommendation 1)**.

People told us that they knew who to speak to if they had any complaints or concerns and we saw that a log was kept of any complaints and that these had been dealt with in a timely manner.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure that the quality of the service improves outcomes for residents, the manager should ensure that the organisation's quality assurance processes involve residents, relatives and staff and demonstrates how outcomes for people have improved as a result.

National Care Standards for Care Homes for Older People: Standard 5 – Management and staffing arrangements.

Grade: 4 – good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

This service does not have any prior inspection history or grades.

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