

Miltongrange Nursing Home Care Home Service

22 Hozier Street
Carluke
ML8 5DW

Telephone: 01555 751500

Type of inspection:

Unannounced

Completed on:

12 June 2019

Service provided by:

Popular Care Ltd

Service provider number:

SP2006008208

Service no:

CS2006117311

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

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

Miltongrange Nursing Home is a purpose-built care home which provides twenty-four hour nursing care for older people. The provider is Popular Care. The service has been operated by the provider since 2006.

The Home is situated near the centre of Carluke and is near to local shops and train and bus routes. It underwent a major refurbishment in 2015 and now provides care and support for up to 37 older people in single en-suite accommodation over two floors. Lounge and dining space are available on both floors and people have access to a secure garden area to the rear of the property. The service had one vacancy at the time of our inspection.

The service has a stated aim to "provide all the necessary care and attention for those who wish to spend their retirement in a secure and caring atmosphere" and the management and staff are committed to providing a friendly, caring home.

What people told us

Four residents completed our questionnaires prior to the inspection, two strongly agreed and two agreed with then statement 'Overall I am happy with the quality of care I receive at this home'. one person felt that the service paced restrictions on them in terms of when to get up and go to bed and did not feel that they were asked for their opinions on how to improve the service.

We spoke with eight service users during the inspection. The following comments were made by people spoken with and from the questionnaires:

- staff are good to me and treat me well
- the food is good
- no worries or concern
- staff are great
- we have no complaints
- its nice and relaxing
- my room is always clean. I enjoy the comfort of sitting in my room with my memories and bits and bobs.
- the carers are all friendly and kind
- I'm happy with care its ample

We spoke with one relative who commented very positively on the service and support provided to their relative. They advised their relative was well looked after and they had no concerns about the care and support they received. They advised that they were kept well-informed about their relatives condition including any visits from health professionals. Where the family had raised any concerns with management these were effectively dealt with.

One relative completed our questionnaire prior to the inspection and commented very positively on the care and support provided to their relative. They commented that 'My mother has a bond with the girls that look after her that makes us easy'.

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 be treated with compassion, dignity and respect. Those living in the service and relatives we spoke with confirmed that they had good relationships with staff and that people were offered the right level of care and support to meet their needs. People indicated that they were being supported to do as much as possible for themselves, with the assurance that if they needed help it would be provided.

We mainly observed staff who were genuinely respectful and interacted with those living in the service and their relatives in a professional and compassionate manner. This ensured people felt valued and respected which helped maintain their wellbeing. Where we identified some issues with staff practice in relation to engaging with those living in the service we raised these with the manager to address.

People using the service should be sure that their health needs were adequately supported. This was provided through access to services such as GPs, District Nurses and other health professionals when needed.

Effective systems were in place to manage people's medication. This meant that people could be confident their medication was being administered safely and their wellbeing promoted. We would ask the service to review medication storage arrangements to ensure that all medications are always stored within the correct temperature ranges to ensure medication remains effective.

We saw that although mealtimes were generally a positive experience, there was room for improvement in terms of promoting choice of meals available through provision of menus and visual presentation of meals. We noted

that people could choose to have their meals where they wished this included communal areas as well as in the persons own room.

If people needed help with eating and drinking, this was provided in a kind and caring manner. The quality of food was good and special diets were catered for. The service need to consider how people can have access to snacks and drinks outwith set times so that peoples nutritional needs are being met.

The way people spend their day should promote feelings of purposefulness and wellbeing. At the time of the inspection the service had just recruited a full-time activities co-ordinator to supplement the current arrangements. This was in order to improve the range of activities on offer to people as well as to address residents own wishes and aspirations. The plan going forward was to ensure that activities would be provided over seven days.

The activities currently on offer were displayed on notice boards throughout the home. Most activities were based around groups and included promoting physical activity as well as mental stimulation. The service had multi-generational links with the community that included links to local schools and nursery as well as other local community groups. This included close links with a local dementia group that those living in the service could attend. Residents commented positively on what was made available but also felt that there could be more opportunities. This should be addressed when the new staff member takes up post.

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

Care plans should give clear direction on how to deliver peoples care and support and ensure that they are reviewed and updated, when there are any changes in their health or circumstances.

We read a sample of care plans and found that these contained good person-centred information and prompted staff to promote people's choices and independence. This was demonstrated in the staff practice and positive interactions we observed during the inspection. We did identify areas where plans needed to contain clearer information in relation to how care was being provided to ensure appropriate outcomes for people were achieved. We discussed these with the manager at the time of the inspection.

We continued to find appropriate risk assessments in use to assess nutrition, falls and skin integrity and where a risk had been identified the service took action to address this to ensure good outcomes for individuals.

The service should consider developing one page profiles to give staff an overview of the person and how best to support them. This would help to ensure continuity in care, especially where staff may work in other areas of the building or to assist new staff.

We could see that where possible those living in the service and/or their relatives had been involved in the development and ongoing review of the care plans. This ensured that plans were reflective of individuals care and support needs.

We identified the need for the service to improve the quality of information contained within review documentation. This was in order to better reflect on how the person had presented over the past six months as well as clearly highlighting discussions that had taken place and agreed actions.

Not everyone spoken with was aware of care plans being in place. Management should consider how the service ensures that people are aware of their care plans and other information held on them.

We saw that people's rights were respected and where there were issues of capacity, appropriate legal arrangements were in place and advocates involved. This meant that people experiencing care could be confident that their views would be sought and choices respected, including when they had reduced capacity to make their own decisions.

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	4 - Good
1.2 People get the most out of life	4 - 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
------------------------------------------------------------------------------	----------

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.