

Millview Care Home Care Home Service

120 Carlibar Road
Barrhead
Glasgow
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Telephone: 0141 881 2040

Type of inspection: Unannounced
Inspection completed on: 1 June 2017

Service provided by:
BUPA Care Homes (Carrick) Limited

Service provider number:
SP2003002353

Care service number:
CS2003010213

About the service

Millview is a care home registered for 40 older people some of whom may have dementia or learning disabilities. The provider of the service is BUPA Care Homes (Carrick) Limited.

The home is close to Barrhead town centre and is near to local amenities, including shops, and bus routes.

The accommodation is on two levels, divided into two self contained units. Each unit has a lounge/dining room and kitchen. All bedrooms have en suite toilets and two of the rooms have en suite showers. The home has an enclosed garden for people using the service.

The aims and objectives of the service are: 'to provide 24-hour care in a professional and respectful way, in an environment where each resident is treated as an individual, and is able to exercise choice in all aspects of their care.'

On the day of the inspection there were 40 people using the service.

What people told us

All the people that we spoke with were either happy or very happy with the care and support that they received here. One person told us; 'everybody and everything round about me is smashing. The girls talk to me all the time.'

People looked content within the environment. They told us they felt safe here. Someone summed it up by saying; 'it's such a happy atmosphere, I speak to other residents and staff and I receive smiles back.' Another person spoke about the 'get togethers' held in the home. They described them as being popular, enjoyable and well attended by friends and family.

Almost all the people that we spoke with told us they enjoyed the activities both within and outwith the home. Some told us they got support to do things such as going to church, which they had been used to doing before they moved into the service. Others said they got to meet people from the community and hear what was going on outside. There were a few however who told us that they felt the service could be doing with more staff as this would help them do more of what they wanted to do.

Self assessment

The service did not require to submit a self assessment as part of this inspection process.

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

Millview had a very warm, welcoming and friendly atmosphere. People looked happy and relaxed and spoke of being well cared for. Many people that we spoke with described it as being homely and a home from home. One person summed it up by saying, 'being here makes me happy and it makes me forget my problems. If I was at home I would be sitting worrying about things.'

The service had very good involvement with the community. This ranged from involvement with young people at nursery to older people living at home or sheltered housing complexes. The group 'friends of Millview', came in regularly to socialize with the residents. Natural friendships had been formed through this. We spoke with one person who had been part of the friends of Millview group, but had now come to live here. It was clear that, as they already knew the residents and staff at Millview, their move to the care home was a very smooth and stress free one. They were very settled and felt very much at home here.

Care plans were well written, clearly demonstrating what support people were receiving. Residents and relatives that we spoke with felt that they were listened to and that they helped shape how their care and support was delivered.

On the whole, systems for managing residents' medication were in line with good practice. This ensured that people whose medication was managed by the service were safe and protected.

We observed people enjoying their meals. Food looked appetising and was well presented. One person told us, 'I look forward to a good breakfast, it just sets my day out nicely.'

Relatives spoke very highly of the staff who worked here. They described them as genuinely caring. Relatives had confidence in them. All staff had attained the skilled level in promoting excellence in dementia care. The training in dementia care had been offered to relatives who wished to do it.

Staff told us that they felt supported, valued and were happy to be working at Millview. We could see too that staff were supported through good training, support and supervision. One relative told us, 'staff here are just smashing, simply the best.' The organisation celebrated staff efforts and achievements.

What the service could do better

On the whole, safe systems for managing residents' medication were in place. We have however asked the service to ensure that they carry out regular checks of the drug fridge so that no expired medication is left sitting in the service. We also asked the service to avoid over ordering of any particular medication, in order to reduce waste. (See recommendation 1).

We noted that within minutes of reviews, changes that were being taken forward were not always written in. This made it difficult to see what the individual's goals were and if these had been achieved or not. We also asked the service to ensure that discussions during review meetings include all relevant incidents that may have occurred since the last review. This would not only demonstrate transparency but would enable all relevant people at the review meeting to discuss and agree on how to take matters forward. (See recommendation 2).

We noted that while the service made every effort to ensure that they had adequate numbers of staff on, to meet peoples' needs, there was a high usage of the use of agency nurses, particularly at night. While people spoke about the good quality of care and support that they received here, and how hard they thought the staff

worked, a few shared their concern regarding what they perceived as shortage of staff. Some felt this shortage of staff restricted what they wanted to do. One person commented; 'I would like more staff as I would like to go for a cigarette more often than I do. I need staff to accompany me but they are sometimes too busy with other people.'

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should ensure that medication stock in the home is regularly checked to so that no medication that is past its expiry date is left in the service.

In order to avoid any wastage of medication, the service should also avoid over ordering of any medication.

National care standards for care homes for older people, standard 15.6, keeping well-medication.

2. The service should ensure that review minutes are completed fully and that they are outcome focused.

The service should also ensure that within review meetings any incidents of note are discussed and shared with all relevant people and that ways on how these will,be taken forward are agreed.

National care standards for 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
10 May 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good

Date	Type	Gradings	
26 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 4 - Good
10 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 4 - Good
8 Oct 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
12 Apr 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 4 - Good 3 - Adequate
20 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 5 - Very good
25 Jan 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
8 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
8 Feb 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed

Date	Type	Gradings	
26 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
7 May 2010	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 5 - Very good 5 - Very good
16 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 5 - Very good
31 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
5 Nov 2008		Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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