

Newcarron Court Nursing Home Care Home Service

Ronades Road
Newcarron Village
Falkirk
FK2 7TB

Telephone: 01324 610334

Type of inspection: Unannounced
Inspection completed on: 9 August 2017

Service provided by:
BUPA Care Homes (ANS) Limited

Service provider number:
SP2003002354

Care service number:
CS2003011598

About the service

Newcarron Court Nursing Home is registered with the Care Inspectorate to provide care for up to 116 older people. It is situated in the Carron area of Falkirk.

Accommodation is provided over two floors divided into five units. The ground floor comprises of Crammond unit accommodating 16 residents, Arran 16 residents and Lewis 24 residents.

Iona, Skye and Harris units are on the first floor and accommodate 20 residents in each unit.

All bedrooms are single occupancy with en-suite toilet. There are lounge and dining facilities in each unit.

The ground floor has access to garden areas with specially designed features for people with dementia.

The service provider has aims of "creating a comfortable homely environment".

What people told us

During the inspection we spoke with residents and visiting relatives and friends. Comments we received were unanimous in their praise for care home and its staff.

We heard that staff were kind, caring, and supportive. Some of the comments from residents included:

"Everyone is lovely, I couldn't ask for better".

"This is a very good place to live, its not home but it is very nice and the staff are all wonderful"

"The staff are very good, they all care for me very well and work very hard. I enjoy the meals, good choices and plenty of it".

"My (relative) is very well looked after. Communication is excellent, I always know what is going on, even the smallest of things they keep you up to date with"

An inspection volunteer assisted with this inspection. They observed staff to be very supportive but enabled independence where possible. Very good interactions between staff and residents were observed with good humour and kindness. Residents told the inspection volunteer that staff were patient, kind and friendly.

Self assessment

We are currently not asking services to submit a self assessment. We discussed actions and development plans for the service with the manager.

From this inspection we graded this service as:

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

What the service does well

We saw residents being supported to make individual choices including where to sit, what to eat and how to spend their day. A range of activities was on offer to residents and there was a very enthusiastic activities staff team, encouraging residents to participate in activities offered.

We saw that staff supported residents with warmth and genuine concern. Staff took time with residents and did not rush them. They knew the residents well and were able to talk to them about things which were of interest to them personally. Residents were relaxed when staff approached and staff were guided and directed by the needs and preferences of the residents. This created a supportive and caring environment.

Looking at a sample of care plans we found the information within them to be informative and gave clear guidance on the care and support individual residents should receive. Personal preferences were also recorded and information updated regularly. Information was recorded to guide staff on how to support residents experiencing stress or distress reactions.

Sometimes giving medicine in a disguised form can be considered the best way to provide an individual with necessary medical treatment. There were residents who sometimes needed their medicine in this way. We saw that the service was using the mental welfare commission guidance and care pathway, the service demonstrated that they had complied with legal and ethical principles when giving treatment in this way.

There was regular review of care plans, care reviews, wounds, and falls. Equipment was also checked and maintained regularly and audits carried out to ensure all appropriate actions were being taken in response to the finding from the audits. These actions ensured there was a good management overview of the care and safety of residents and staff.

We found there was a stable staff and management team. Consistency in the management team was providing stability and continuity throughout the care home. There was strong leadership and a respectful ethos towards the management team.

The management team encouraged leadership within the staff team and had identified staff members to become 'champions' in specific healthcare areas such as dementia, wounds and falls. Regular meetings and updates by the champions were carried out to ensure all staff were aware of current situations within the care home and best practice.

We found that the service was very well managed. We felt that this was due to the skills and enthusiasm of the management team. Both the manager and the clinical service manager had a clear vision for the development of the service and were being proactive in identifying training and learning opportunities for themselves and staff. This enabled the staff team to be confident and knowledgeable in how best to achieve good outcomes for residents.

What the service could do better

We found that in general there was good records of personal preferences however, this was not always consistent within the care plans we sampled. The manager could consider the use of one page profiles which will give important information and preferences of the residents in a summary format and be expanded upon within the care plan.

Information within care plans about restraint measures, such as bed rails, was well documented with associated risk assessments and involvement of residents and their representatives. We did not, however, see signed

consent for these restraint measures by the resident or their legal representative. Consent should always be sought and signed for by the legal representative and reviewed regularly.

We heard from staff that they received regular supervision although they were not always clear on what type of supervision was being carried out. A system of planned, named supervision should be implemented and staff team informed about the types of supervision available.

Care reviews were being carried out six monthly or more frequently if required. We saw good detail within the care review notes but these were not always signed by the resident or their representative. All care review documents should be signed by the appropriate person or legal representative present at the care review.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
30 Jun 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
20 Oct 2015	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
22 May 2015	Unannounced	Care and support 2 - Weak Environment 2 - Weak

Date	Type	Gradings	
		Staffing Management and leadership	2 - Weak 2 - Weak
2 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
9 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 4 - Good 2 - Weak
7 Jan 2014	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
23 Oct 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 4 - Good
14 Jun 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
30 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 2 - Weak 3 - Adequate
4 May 2012	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 1 - Unsatisfactory 2 - Weak 1 - Unsatisfactory
2 Nov 2011	Unannounced	Care and support Environment	3 - Adequate 4 - Good

Date	Type	Gradings	
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
7 Jun 2011	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
25 Jan 2011	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
9 Jul 2010	Announced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
15 Mar 2010	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
21 Jan 2010	Announced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
9 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Aug 2008	Announced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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