

Goldielea Care Home Care Home Service

Dalbeattie Road
Dumfries
DG2 7PE

Telephone: 01387 730471

Type of inspection: Unannounced
Inspection completed on: 25 July 2017

Service provided by:
Goldielea Care Home Limited

Service provider number:
SP2012011762

Care service number:
CS2012306097

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service has been registered since 2012.

Goldielea Care Home is a country mansion situated within ten acres of garden parkland and forest, with a large pond. The home lies on the outskirts of the town of Dumfries.

The service provider is Goldielea Care Home Limited which is part of the larger organisation: Advinia Healthcare Ltd.

Their aim is - "to provide a homely atmosphere where family and friends are always welcome and where residents may remain independent but safe in the knowledge that care is always at hand".

Accommodation is provided over three levels with a main lift and staircase providing access to each floor where bedrooms are allocated. All rooms have en suite facilities.

There are three sitting areas within the main building, each overlooking the fields and countryside as well as the main front door area. The main building also has a small conservatory that overlooks a lake and there is one sitting room within the EMI unit which looks onto the newly built enclosed courtyard.

Both units provide dining areas and offer meals in residents' rooms if they prefer.

During the inspection there were 43 residents living in the home.

What people told us

During the inspection we received the views of 21 residents and 9 relatives including feedback from care service questionnaires.

Overall, everyone we spoke to was very happy or happy with the quality of care and support they received within the home.

Residents felt safe in the homes environment and praised the staff for their kind and helpful approach who treated them with dignity and respect.

We received the following comments:

"I am glad there is such a place to look after me".

"Staff are out of this world, there is plenty of support".

"It's quite good here".

"I am happy to be somewhere I feel less stressed".

Relatives told us it was a homely and friendly place to visit. They were involved in care planning and were kept up-to-date about changes in their relatives various healthcare needs. They told us that the service manager and staff did the best they could, and were always available to discuss any concerns they had.

We received the following comments:

"The girls are very good and know my relative well".

"Staff do the best they can".

"My relative is always in clean clothes".

Some residents and relatives thought there could be more staff on duty as they were kept busy. Sometimes they had to wait for staff to be available to attend to their needs. (See what the service could do better).

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We discussed the development of their improvement plan and quality assurance paperwork and how these should demonstrate their priorities for developing and monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

New residents and relatives were welcomed by staff. There were good procedures in place to ensure information was gained from all relevant parties during their admission to the home. Care plans were drawn up together with input from all those wishing to be involved in the process. The service manager agreed to consider other ways in which residents and relatives emotional and social needs could be met during this time.

The service manager agreed to access up-to-date best practice guidelines to ensure all Do Not Attempt Cardio Pulmonary Resuscitation (DNACPR) forms were appropriately reviewed and completed.

Residents and relatives were encouraged and supported to participate in various aspects of the home. Information about various choices that were available to individuals while living in the home and how they would affect them was accessible.

A good variety of internal and external social events, entertainment and activities provided were organised in a way that encouraged and supported individuals who wanted, to join in. Some residents had been unable to attend recent events due to lack of space within the homes transport used. Activities staff agreed to review how this could be prevented in future, considering offering transport to events on more than one occasion to allow this.

The staff were working in partnership with a local pharmacy to commence a new computerised medication system.

This is the first care home within the region to consider this practice, which will improve medication administration to ensure all residents receive all medications as prescribed, which will be routinely reviewed and evaluated.

We found the staff and management team to be dedicated and approachable and keen to resolve any issues and concerns.

All care staff continued to be registered or applying to be registered with the appropriate professional bodies such as; Nursing and Midwifery Council (NMC) or Scottish Social Services Council (SSSC).

They had a good understanding of their roles and responsibilities which was clear from initial induction onwards. Professional learning and development was encouraged and supported throughout the organisation, with various reward schemes and benefits.

The service manager agreed to consider how individual learning and development plans could include more detailed information, other than training attending.

Protection of Vulnerable Group (PVG) register checks were taking place following best practice. The service manager agreed to ensure she recorded discussions held regarding issues found as part of this process.

Good quality assurance processes were in place to monitor various aspects of service delivery, such as: care plans, medication records, maintenance record, training and staff supervision, ensuring good outcomes for residents.

The homes improvement plan contained detailed information recording how the service manager aimed to deliver all aspects of service delivery including: caring, environment, safety, responsiveness and effectiveness. This was routinely reviewed by the homes management team. The service manager agreed to consider how she could share this information with everyone in the home including: staff, residents and relatives.

What the service could do better

Although detailed care plans recorded healthcare needs of individuals, we found that not all appropriate interventions were being recorded, reviewed and evaluated for some residents with complex needs. There was no references made to policies and procedures staff would be expected to follow such as accident and incident reporting, complaint procedures and possible adult support and protection procedures. (See requirement 1).

Best practice was not always being followed when staff were storing and administering medication. (See recommendation 1).

There was an overall feeling that although issues would be addressed, it was not always clear when and how. Although there were various action plans in place identifying some areas for improvement, these were not always detailed and were not routinely reviewed and evaluated. This made it difficult to ascertain if goals had been reached with satisfactory outcomes for individuals. (See recommendation 2).

Requirements

Number of requirements: 2

1. The service provider must ensure that all accidents and incidents are fully investigated, reviewed and evaluated to ensure that staff follow detailed instructions provided within care plans, which should be updated to include all relevant details needed to maintain residents safety.

This is in order to comply with SSI 2011/210 Welfare of users 4.-(1) A provider must- (a) make proper provision for the health, welfare and safety of service users:

National Care Standards, care homes for older people - Standard 5: Management and staffing arrangements and Standard 9: Feeling safe and secure.

Timescale: starting immediately and to be evidenced by week commencing 8 October 2017 via email update.

2. Re stated from the previous inspection.

The service provider must ensure that suitable qualified staff are available at all times to attend to the support and care needs of individual service users.

This is in order to comply with SSI 2011/210 Regulation 15. A provider must, having regard to the size and nature of the care service, the statement of aims and objectives and the numbers and needs of service users- (a)ensure that at all times suitably qualified and competent persons are working in the care service in such numbers as are appropriate for the health, welfare and safety of service user;

National Care Standards, care homes for older people - Standard 9: Feeling safe and secure.

Timescale: week commencing 8 October 2017 via email update.

Recommendations

Number of recommendations: 5

1. The service manager should ensure that all medication is stored and administered following up to date best practice guidance.

National Care Standards, care homes for older people - Standard 5: Management and staffing arrangements and Standard 15: Keeping well- medication.

2. The service manager should ensure that the homes good quality assurance systems and processes are used to routinely review and evaluate all aspects of service delivery to ensure satisfactory outcomes are achieved Where areas are identified as needing improvement detailed action plans should be put in place and progress towards meeting the actions required should be recorded.

She should pay particular attention to the following:

- Complaints

- Residents and relatives meetings
- Annual questionnaires and surveys.

National Care Standards, care homes for older people - Standard 5: Management and staffing arrangements and Standard 9: Feeling safe and secure.

3. Re stated from the previous inspection.

The service manager should ensure that TMAR sheets and PRN records are fully completed following best practice at all times. Excess topical medication stock should be returned to pharmacy within timescales specified within their policies and procedures following best practice guidelines.

National Care Standards, care homes for older people - Standard 5: management and staffing, Standard 6: Support arrangements and Standard 15: Keeping well - healthcare.

4. Re stated from the previous inspection.

The service manager should ensure that food and fluid charts are completed following best practice at all times.

National Care Standards, care homes for older people - Standard 6: support arrangements and Standard 15: Keeping well- medication.

5. Re stated from the previous inspection.

The provider should ensure that all staff receives dementia training appropriate to their role in accordance with the 'Promoting Excellence Framework' Scottish Government 2011.

National Care Standards, care homes for older people - Standard 5: Management and staffing 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
24 Oct 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed

Date	Type	Gradings	
24 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
24 Mar 2016	Re-grade	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
8 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 4 - Good
31 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 4 - Good
23 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 4 - Good
23 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 2 - Weak 3 - Adequate
10 Jul 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 4 - Good 3 - Adequate

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