

Heatherfield Nursing Home Care Home Service

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Armadale
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Telephone: 01501 733 066

Type of inspection:

Unannounced

Completed on:

27 August 2019

Service provided by:

Heatherfield Community Care Ltd

Service provider number:

SP2003002461

Service no:

CS2003010642

About the service

Heatherfield Nursing Home is a care home service which is registered to provide 24 hour care for up to 60 older people. The provider is Heatherfield Community Care Ltd. The service was registered with the Care Inspectorate in 2011.

The home is situated in a residential area on the outskirts of Armadale in West Lothian and is set in pleasant gardens with an open outlook across fields.

The service is provided in two buildings, each divided into smaller group living units which have their own lounge, dining areas, bathroom and small kitchen. There is a separate building for laundry and a central kitchen where the majority of food is prepared and cooked.

The service employs registered nurses and social care workers to provide care and support to the residents. At the time of inspection there were 57 people residing at Heatherfield Nursing Home.

The aims and objectives of the service state that it aims "to provide a high standard of individualised care to all its service users" and service users are "treated with care, dignity, respect and sensitivity to meet the individual needs and abilities".

What people told us

For this inspection we received eleven completed 'How good is your care' surveys. All eleven people agreed or strongly agreed that they were happy overall with the care and support their relative received. We did not receive any completed care surveys from residents. Comments from relatives were mainly positive about the care and support however there were comments about the lack of staff at certain times during the day. We followed this up during our inspection.

People were comfortable around staff, chatting with them or approaching them for assistance. People were engaged in group activities and one to one activities with staff and the activity co-ordinator at various times of the day.

We spoke with residents and relatives during our visit and heard comments about the kindness of staff, cleanliness of the care home, good quality of food and pleasant homely décor.

Comments included;

"Staff are always very caring and helpful"

"At times staff members don't appear to interact/stimulate the residents outwith their day to day tasks"

"I visit regularly on different days and times I have always found staff very helpful, they address any small issues that arise quickly and nothing is too much bother"

"Very impressed rooms and lounges bright and airy, open corridors between lounges gives a feeling of freedom. Outside the grounds are very well kept lots of walkways and seating areas staff also work hard to maintain the floral displays"

"I like the photographs that are displayed in the corridors and room showing activities residents are involved in. Yellow books also give a good picture of what has been happening as obviously events can be forgotten about by my relative"

"Management have a visible presence during many of my visits and are very aware of what its happening with my relative, sets high standards in all areas"

"Homely feel, relative is encouraged to participate in activities. The food is of a very good quality"

"The décor in some areas is a little tired needs a refresh"

"Always made to feel very welcome by all staff, nurses, carers and domestics"

"I think Heatherfield has come a long way and definitely going in the right direction"

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?	5 - Very 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?

5 - Very Good

We evaluated the service as performing at a very good level for 'How well do we support peoples wellbeing'.

People should be cared for by staff who are competent and receive training that is relevant to their needs. This helps ensure that people feel valued and receive appropriate support. We saw that staff were skilled in delivering care and showed compassion, kindness and respect in their interactions with people living in the care home. This was also evident in interactions with the families and friends who visited the home.

Staff at all levels were respectful of peoples personal belongings and personal space. Rooms were clean, comfortable and well looked after. There were various areas throughout the care home where people could wander and sit in small pleasant areas as they moved around. This meant that people could move around freely, have opportunity to interact with staff and other people living in the care home and, discuss the many pictures, quotations and crafts displayed throughout the care home.

Access to outdoor space is important in encouraging people to move around and get fresh air. The outdoor spaces were pleasant, well maintained and colourful. This made the outdoor space an inviting area for people and relatives to access.

People should have the opportunity to participate in a range of activities which benefit interactions and moving around more. A new activity co-ordinator had been appointed and was assessing peoples preferences, interest and hobbies to plan activity support. There was, however, scope to develop this role to support people to maintain, and develop interests and participate in group and one to one activities.

People living in the care home could be sure that their health needs were adequately supported. In addition to nurses leading on the delivery of quality care, appropriate referrals were made to GP's, dieticians, psychological support team and homecare team. People benefitted from a range of healthcare professionals available to ensure early detection and interventions where required. Nursing staff within the care home managed wounds and kept very good records of assessment, monitoring and progress of wounds.

The service was working alongside the West Lothian Homecare Team to ensure that people's wishes at end of life care were known and well recorded within care plans. This ensured that residents and families were fully involved in making decisions about their care and support through anticipatory care plans and joint management of long term conditions and end of life care.

Mealtimes should be a pleasant experience and if people needed help with eating and drinking that this would be provided in a kind and caring manner. Overall we saw that mealtimes was a positive experience for people. We observed a relaxed, calm but interactive mealtime with pleasant chat and interactions between staff and resident. We spoke with the chef and observed very good communication between care staff and kitchen staff ensuring peoples preferences, likes, dislikes and special diets were catered for. To enhance the mealtime experience we suggested that the menu could be available in a more visible and pictorial format to ensure everyone has opportunity see or discuss menu options for the day.

Strong links with the local community benefit people. We found that people were positive about the involvement of links with the community, regular visits from friends and family and visits from local entertainers. This meant that local connections could be maintained and new experiences built upon.

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**

We evaluated how well is our care and support planned as good. We recognised that the service had been working hard to implement a new format for care planning but further time was needed to embed the new format within the care home.

People should benefit from care planning that is dynamic and consistently informs all aspects of care and support they experience. The previous care plans were mainly clinical in their approach. However the new format demonstrates a more holistic, social and clinical approach to the care planning. Care plans were being developed in an outcome focused way with peoples strengths being recorded and how they wished to be supported the main focus of the care planning.

Where people had been assessed to be at risk, relevant appropriate risk assessments were carried out and updated as and when required. This meant that the service was good at keeping people safe in addition to ensuring people were able to lead and direct the care and support required. Supporting legal documentation was in place to ensure peoples rights were upheld and protected. These were well recorded and appropriate supports in place.

Strong leadership and staff competency ensures meaningful involvement and processes to develop care plans. Care staff were given ownership of completing the new style care plans based on their knowledge of the person and from information provided by the person and their family. Care staff were in the early stages of gaining confidence in writing the care plans but were demonstrating good knowledge about the people they supported through the development of the care plans.

Care plans should give clear direction about how to deliver each persons support and be kept up to date. One way to do this is to ensure regular care reviews are carried out. The service was good at carrying out care reviews in a timely way as scheduled and when required. The format could be improved to align it with the new care plans to ensure peoples outcomes and any changes required are discussed at the care review and updated accordingly.

We will continue to monitor the development of the care planning format and the format for outcome focused care reviews.

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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very 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

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