

Beechwood Care Home Care Home Service

20 Bridge Street
Wishaw
ML2 7QX

Telephone: 01698 374 698

Type of inspection:

Unannounced

Completed on:

25 April 2019

Service provided by:

Tower Bridge Homes Care Limited

Service provider number:

SP2011011671

Service no:

CS2011300269

About the service

Beechwood Care Home is registered to provide care for older people, some of whom may be living with dementia, and has a separate unit for younger people with physical and/or learning disabilities.

The provider is Tower Bridge Homes Care Limited. The umbrella company is Holmes Care Group Limited which has its headquarters in Upminster, Essex.

The service is located in the town of Wishaw and was registered with the Care Inspectorate on 31 October 2011. The home is on a main public transport route and close to some shops and community facilities.

There are four units, each with their own lounge and dining room. Two in the ground floor and two on the upper floor. All bedrooms are single with en suite showers. The central courtyard can be accessed from the main reception area.

The service states its objectives are to provide a high standard of individualised care for all residents and that people will be cared for with dignity, respect and sensitivity to meet their individual needs and abilities.

What people told us

Six relatives returned completed care standards questionnaires, prior to the inspection visit. From these, everyone was happy with the care and support provided. We gathered feedback from residents in the service and their families by speaking to people during the inspection.

People told us that the staff were very caring and that they were very friendly. Some told us that they were like their extended family. Relatives told us that they were always made to feel very welcome. People spoke very positively about the range of activities on offer to them. Comments received included:

- My relative now talks about Beechwood being their 'home' and loves living here.
- Staff keep me well informed of my relative's progress....staff have good patience and understanding.....from management down to the cleaners are very friendly and welcoming.
- My relative is involved in lots of activities.
- I like it here...staff are great and the food is good.
- The staff are very nice and I have no complaints.

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

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| 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 |

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| How well is our care and support planned? | 4 - Good |
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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

In order to answer this question we considered and evaluated the following Quality Indicators:

1.1 People experience compassion, dignity and respect - graded 5 - Very Good

1.2 People have a good quality of life as a result of their care and support - graded 5 - Very Good

1.3 People's health benefits from their care and support - graded 5 - Very Good

It is important that staff across the home treat residents with compassion, dignity and respect. We found staff to have good relationships with residents with relatives. They spoke to them in a warm and dignified way. Residents and relatives we spoke with told us that this was always the case and spoke very highly about the staff. We observed residents being offered choices throughout their day including where they wanted to sit and what they wanted to eat or drink. Residents looked clean and tidy and well presented and relatives we spoke with told us that this was always the case.

The way people spend their day should promote feelings of purposefulness and well-being. The service had three activity staff with each one being allocated their own unit. Since the last inspection, the service had continued to build on the wide range of activities they supported residents to be part of, within their local community. This provided residents with excellent opportunities to enhance their well-being throughout the week. Activities included ice skating, the weekly walking group and memory spinners theatre group. The home had a minibus which was extremely well used and in recognition of this a second maintenance person was now in post. There was also a range of in-house activities on a daily basis facilitated by both activity and care staff.

It is important for residents to enjoy a healthy and balanced diet and have access to plenty of drinks throughout the day. We observed a choice of food to be offered each mealtime for people to choose from. Snacks and drinks were served between meals. We observed people who required help to be supported by staff in an unhurried manner. Residents we spoke with told us how good the food was and that they had plenty of choices.

Residents could be confident that senior staff had an overview of their physical and mental health care needs and consulted with relevant health care professionals, including the podiatrist, GP, dietician and community mental health team as needed.

We looked at accident and incident management and whilst this was generally well managed, there were a few areas that could be improved. Please see area for improvement 1.

We spoke with staff on both days and nights and from various departments within the service and everyone spoke positively about working at the care home and had a genuine interest in enhancing the lives of the residents.

Areas for improvement

1. The service should ensure that all accidents and incidents are recorded at the time of the event by staff and are notified to us as per the Care Inspectorate's notification guidance. This ensures care and support is consistent with the Health and Social Care Standards, which state: "My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event." (HSCS 4.14)

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

In order to answer this question we considered and evaluated the following Quality Indicator 5.1 Assessment and care planning reflects peoples' needs and wishes - graded 4 - Good.

Residents should be confident that their care plans give clear direction on how to deliver their support and that they are reviewed and updated when there are any changes in their health or circumstances. We sampled plans and found that these were completed on an individual basis and reflected each person's current care and support needs. When we spoke to staff they knew the residents' care needs very well.

We sampled charts that should be completed by staff, to enable them to monitor certain aspects of care delivery and found some aspects that needed to be improved around oral care, oral supplements, topical medication administration records and the outcome from as required medications. Please see area for improvement 1.

We found that risk assessments to assess resident's care needs were carried out regularly and then used to inform the care plan. These covered a range of key areas including nutrition, skin integrity and falls.

Residents and/or their representatives should be involved in reviewing their needs at least every six months. Whilst this was happening for some people, it was not always the case. We reminded the service that this is a legal obligation and felt assured that reviews would be brought up to date.

Areas for improvement

1. The service should ensure that daily charts are an up to date record of the care and support that has been delivered. This should include TMARS (topical medication administration records), oral care records, oral supplement records and as required medication records. This ensures care and support is consistent with the Health and Social Care Standards, which state: "My needs, as agreed in my personal plan, are fully met". (HSCS 1.23).

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The provider should ensure that staff inform the necessary people about any incidents or accidents relating to their relatives care.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I am confident that the right people are fully informed about my past, including my health and care experience, and any impact this has on me. (HSCS 3.4). 10/10/18

This area for improvement was made on 1 May 2019.

Action taken since then

We looked at records which showed that relatives were informed of any accident or incidents. Families we spoke with during the inspection also told us that they are always kept up to date by staff.

This area for improvement had been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support people's wellbeing?

5 - Very Good

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|--|---------------|
| 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 |

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| 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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