

# Randolph Hill Nursing Home Care Home Service

Perth Road  
Dunblane  
FK15 0BS

Telephone: 01786 825362

**Type of inspection:**

Unannounced

**Completed on:**

16 July 2018

**Service provided by:**

Randolph Hill Nursing Homes (Scotland)  
Ltd

**Service provider number:**

SP2003002451

**Service no:**

CS2003011601

## About the service

Randolph Hill Care Home is owned by Randolph Hill Group. The home is part of a group of six care homes. The service is registered for 60 older people. The service was purpose built in July 2006. There are six separate units incorporating facilities for ten residents. Facilities include separate dining room, lounge and conservatory for communal use. Each person has a single room with en-suite facilities. The home also has well maintained external gardens with seated areas.

The service aims to provide high quality nursing and social care for older people in a safe and flexible manner, encouraging choice, independence and reasonable risk taking. The home can accommodate up to five residents who require respite care. The people who use this service prefer to be known as residents; therefore the term resident will be used throughout this report.

The environment is well maintained with a homely and welcoming appearance throughout.

## What people told us

Prior to our inspection we sent out 20 questionnaires to people living in the home and 20 to relatives to ascertain their views. Just over half of these were returned to us and the comments overall were very positive. We also spoke with four visiting relatives and ten people living at Randolph Hill. Again, nearly all of the comments we heard were extremely positive. Common phrases we heard were "the staff are very kind and caring" and "I have absolutely no complaints." People felt their routines and choices were respected, there was enough staff to attend to people, meaningful activity was always offered and that the manager was approachable and available at all times. We received mixed views about the food.

A selection of comments from relatives are as follows:

"I am always happy with the level of care my relative receives which I consider to be excellent."

"Staff are attentive and courteous."

"I would highly recommend the home to other people and already have done so."

"My relative is treated with dignity and respect."

"Very clean and tidy home and always kept in good repair."

"Very good home and lovely grounds."

"Very professional reception."

All of the people living at Randolph Hill we spoke with told us that staff attended to them whenever they needed support.

A selection of comments are as follows:

"Staff are well trained, helpful and mannerly with a very good manager."

"Staff are very good and always very helpful."

"I like my weekly visit to hairdresser and trips to Marks and Spencer."

"Staff always encourage us to socialise with others."

"I feel staff are overstretched in the evenings."

"I like the staff, they are like family."

"Food is a hit or a miss."

"Lots of choice of activities."

One staff member, one relative and one person residing at the home did not feel there was enough staff on duty.

## Self assessment

We did not ask for a self assessment to be returned to us. Instead, we looked at the overall development plan. We were satisfied that this indicated areas for on-going development with associated action plans with timescales for achievement.

## 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

We found the service to be performing at a very good standard. We concluded this after reading sample care plans which were overall detailed. The plans also demonstrated care was delivered taking into account individuals needs alongside their preferences and wishes. People we spoke with were highly satisfied with the care they received.

Appropriate health care professionals were consulted regarding care provision and there were regular reviews of how people were being supported. This ensured that any changes to care delivery was acted upon timeously. Information regarding any falls or accidents were very well recorded, and a good overview was in place. This supported the service to minimise re-occurrence and consider preventative measures. These processes ensured that people living at Randolph Hill had positive experiences.

We saw there was a good overview of clinical needs, for example skin integrity, and weight loss. Monthly meetings took place to consider people at risk of malnutrition and how they could be supported to maintain optimal health. Meals were served at various times taking into account the needs of people and what assistance they needed. This was carried out efficiently with alternative choices always being available. It was also pleasing to hear that people were encouraged to grow vegetables and salads with the produce being used by the kitchen staff.

We heard that residents took part in regular meaningful activity, including light exercise programmes and this was available also in the evenings and at weekends. People had links to the local community and also technology was utilised for people to keep in touch. This promoted social inclusion and good overall mental wellbeing for people.

During our observations, we saw there was always available staff in the home, and interactions with residents were kind and respectful. It was also pleasing to see staff having fun with people that included jokes and singing. In discussion with staff, it was obvious to us that they were very knowledgeable about people's needs and what support they needed.

Staff told us they worked well together as a team and all but one staff member felt there was enough staff on duty to support people. Staff felt well supported by their manager and had many opportunities for training. It was pleasing to note from training records this was a mix of both practical and computer based learning, with a strong emphasis being placed on dementia training.

Records of newly appointed staff indicated that all the required background checks had been undertaken and staff spoke positively of their induction period. There was also a good overview in place regarding staff who were required to be registered with professional bodies and the timescales for this. This reassured us that people were being cared for by staff who had a variety of relevant training with appropriate skills and knowledge.

## What the service could do better

We identified some areas for improvement. We noted that reviews were out of date for people who received their medication covertly, and in addition to this the six monthly reviews did not contain information on how people could be supported to reach their potential in the future and how this could be achieved. This is highlighted in Health and Social Care Standard 1.12

"I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change." Some records held for the administration of prescribed creams showed these were not always applied or recorded in accordance with the application instructions. This is important to ensure skin remains healthy.

Other improvements we discussed with the service was to ensure that if "as required" medication was given, the outcome of this should be recorded to ascertain if this has been effective or not.

We discussed that in some instances, we saw very good recording of information for people who displayed high levels of stress and agitation, including the triggers for this. However, it was not always clear in the records what steps or distraction techniques were in place prior to administering medication as a last resort. This information would also be of benefit to any new staff who would not be familiar with the person.

From our sample of care plans, we saw for one person who fell frequently, there were lapses in updating the risk assessments and the evaluations of the care plan. This is important to update as this ensures that the current support being provided is still relevant and meets the needs of the individual when changes occur. Again, this is highlighted in Health and Social Care Standard 1.12.

Finally, we suggested that all staff should undertake updates in Adult Support and Protection as well as ensuring this is a standard topic on the agenda for staff meetings. This will ensure that at all times staff are aware of their responsibilities to report any matters regarding safeguarding adults and promotes confidence in this area.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
7 Aug 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
27 Sep 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 6 - Excellent
14 Sep 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 6 - Excellent
11 Nov 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
3 Dec 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
5 Dec 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
7 Dec 2010	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed Not assessed
9 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
25 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
1 Feb 2010	Announced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 4 - Good Not assessed
9 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
8 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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