

Muirfield Nursing Home Care Home Service

Hall Crescent
Gullane
EH31 2HA

Telephone: 01620 842 116

Type of inspection:
Unannounced

Completed on:
6 September 2023

Service provided by:
Randolph Hill Nursing Homes
(Scotland) Ltd

Service provider number:
SP2003002451

Service no:
CS2008176136

About the service

The service is a care home providing care and support for up to 60 older people, located in Gullane, East Lothian. There were 57 people experiencing care with the service during the inspection. Accommodation is provided on four floors in single bedrooms, each with an en suite shower room. Lounge and dining areas are available on each floor. There is a hair salon, spacious activity room and an enclosed garden to the rear. The care home was registered with the Care Inspectorate on 8 September 2008 and is managed by Randolph Hill Nursing Homes (Scotland) Ltd.

About the inspection

This was an unannounced inspection which took place on 30 and 31 August 2023. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

We evaluated how well people's health and wellbeing was supported and their personal plans, meaningful activities, the setting, as well as quality of staffing and management.

To inform our evaluation we:

- spoke with 17 people using the service and 14 relatives as well as two professionals working with the service
- spoke with 12 staff and three managers
- observed daily life at the service
- observed how well care staff supported people
- considered the cleanliness and quality of the physical environment
- reviewed documents and electronic records.

Key messages

- People were satisfied with the quality of the care and support received.
- Staff interacted warmly and respectfully with people.
- Support workers actively encouraged people to engage in meaningful activities.
- Decent quality meals and snacks were available for people and mealtimes were well staffed.
- Medication administered in the morning was lengthy and we were concerned regarding how this delay could cause issues with the safety and effectiveness of people's medications.
- The environment was clean, tidy and homely.
- Staff were well trained and supported.
- Managers were accessible and responsive.

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?	4 - Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
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?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the care provided and how this supported positive outcomes for people.

People we spoke to were satisfied with the quality of the care and support received. Staff interacted warmly and respectfully with people and knew their history, routines and preferences. Staff would assist people who were anxious in a caring and calming way. When assisting people to move about, staff interacted supportively and with encouragement. People experiencing care told us "I'm fine. I do like it here," "they do well for us" and "I have made friends here and my friends from home visit as well." This meant people could build trusting relationships at the service. Relatives and friends said "you are made to feel so welcome," "it has a very nice atmosphere" and "my friend has been in for a year and she just looks so well and they take incredible care of her."

Very few people were in bed and those that were had clinical reasons to do so. There were some people in their rooms but were choosing to have privacy rather than feeling isolated. People were enjoying themselves in the various activities such as quizzes, games, music, arts and crafts; relatives were invited too. There was access to regular gentle exercises in the morning to assist people's flexibility and mobility. To ensure the activities are meaningful to people, the service was evaluating if people were attending and enjoying them or not. The staff interactions were kind and patient; they actively encouraged people to engage in meaningful activities. Staff were spending one-to-one time with people to chat or undertake an activity, this is especially important for people who spend a lot of time in their rooms, have advanced dementia or receive few visitors. These opportunities to take part in meaningful activities supported people to be involved and valued.

The service was engaged with the local community by having a visiting church service, weekly visits to the bowling club next door, attending the village hall ceilidh and a summer open day which the local community was invited too. There were weekly visiting entertainers as well as outing using their minibus two or three times a week. This kept people stimulated, engaged with interests and connected to the community. Comments included "I play dominoes, flower arranging, cheese and wine in the afternoon sometimes, go on lots of trips too" and "I have recently been to Murrayfield as I am a big football fan, thoroughly enjoyed it, it was a perfect day." Relatives told us "I go to all their events and I can join in and they make everyone feel so welcome and try really hard to entertain people" and "with encouragement, my mum had started to join in more activities in the home with other residents, and had enjoyed several visits out in the area."

Mealtimes were well staffed and people were not kept waiting for their meals or being rushed. Support with eating and drinking was undertaken in a dignified way. Good quality meals and snacks were available for people. People were being asked what they wanted to eat, but menus needed to be displayed for people. Examples of comments are "the food is lovely," "food is brilliant, plenty of choice" and "the meals are just amazing and such good choices, if she's not happy she can ask for something else."

Medication administered in the morning was lengthy and was finishing late morning. We were concerned regarding how this delay could cause issues with the safety and effectiveness of people's medications. There needed to be more staff assigned to medication administration in the morning. The service was aware of this issue and was working on a plan to address this soon. We advised that the service needed to immediately prioritise any medication administration which could have adverse health effects if not given in a timely manner. During this inspection, we did not observe any people who had experienced harm due to current medication administration practices. Also, medication administration recording needed better organisation to ensure people experienced safe and effective medication (see area for improvement one).

Health issues of people experiencing care were being well monitored and actions taken. This supported the service to effectively respond to signs of deterioration in people's health.

Areas for improvement

1. The service must ensure that supported people experience safe and effective medicine administration and management in a manner that protects the health and wellbeing of service users.

In order to achieve this:

a) Medication needs to be administered in a timely manner.

b) All staff involved in medication administration to follow policy and best practice regarding medication administration recording.

c) Regular auditing of medication administration to continue to be undertaken which needs to include actions taken when medication errors occur.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

How good is our leadership?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the leadership and quality assurance.

People we spoke to considered that management were accessible and responsive. If there were any concerns regarding people's health and wellbeing, relatives were communicated with quickly. Relatives said "they always make it very welcoming to raise issues if you want to" and "any issues they are right on the phone."

Any incidents were reported thoroughly with actions on improvements where needed. Regular quality audits were taking place, such as medication, dining experience and the environment. There were action plans in place to assist the service to plan, make and measure improvement. This was detailed with reasonable timescales and being implemented well. The service sought feedback from people experiencing support and their relatives through regular meetings and satisfaction surveys. A regular newsletter was also used to communicate with people. This ensured that there was a culture of continuous improvement for people experiencing support.

How good is our staff team?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the staff training and support.

Staff recruitment processes were thorough. Staff reported good informal support available from their managers. Regular face-to-face supervision sessions and regular team meetings were held to assist communicating effectively with staff. Training was of good quality with a high level of completion. There were formal managerial observations of staff competence. This ensured people experienced high quality care and support based on relevant guidance and best practice.

Staffing arrangements worked well with only a few agency staff being used. We observed that staff worked together well, in a positive and calm manner. This ensured people benefited from a warm atmosphere because there are good working relationships. Staff had time to provide support with compassion and engage in meaningful conversations. People experiencing support said "staff are always very compassionate to everybody," "always staff available" and "first class care, they are all good and very helpful the staff here." Relatives told us "staff are all very involved with the residents and take pleasure in knowing them personally," "really kind and really thoughtful staff" and "staff are always unfailingly helpful and cheerful."

How good is our setting?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the setting and was comfortable and homely.

The setting was well-designed and fit for purpose. People's bedrooms and communal areas were clean and tidy, though retained a welcoming and homely setting. The furnishings and equipment were in good condition. People's rooms were comfortable with personal decoration. There was an enclosed well-maintained garden with colourful flower beds, plenty of seating and accessible paths which was easily accessed from the activities room. The garden and activities room were being well-used by people. Comments included "the amount of equipment here is very good, hoists and slings are comfortable and checked regularly," "try to make it as homely as they can" and "its lovely and spacious."

Equipment used to assist people to move was in good condition. There were arrangements in operation for maintenance of the premises and the equipment to ensure residents are safe. This ensured people experienced an environment that has been adapted, equipped and furnished to meet their needs and wishes. Staff were seen to wear, use and dispose of personal protective equipment such as gloves and aprons in line with guidance. The cleaning products for the toilets, baths and showers were effective against Covid-19 as advised in national guidance. People told us "I enjoy being here as very clean and tidy and a welcoming place" and "the home is spotless and inviting."

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

We evaluated the service as operating at a good level for this key question. There were several strengths with personal planning.

People's personal plans detailed each area of care, for example, mobility, and set out any needs for support. Updates were recorded regularly and promptly as were any changes in actions needed. However, these were not always written in a personalised way. There needed to be more focus regarding what people consider is important to them and the related outcomes they want to achieve. Six monthly reviews (as required by legislation) were taking place with people experiencing care and their relatives. This ensured that personal plans remained right for tenants and that everyone had the opportunity for their views to be heard.

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**

To promote people's health and wellbeing, the manager should ensure that people's risk of malnutrition is accurately assessed and they receive the support they need to maximise their nutritional intake, including fortifying their meals and snacks.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state:

'My care and support meets my needs and is right for me' (HSCS 1.19).

This area for improvement was made on 23 January 2023.

Action taken since then

During this inspection, mealtimes were well staffed, and people were not kept waiting for their meals or being rushed. Support with eating and drinking was undertaken in a dignified way. This meant people enjoyed their mealtime experience. The service had provided a good variety of snacks which were easily accessible to people.

Accurate information was available for people's nutrition and hydration needs and preferences. People had risk assessments completed which identified when people were at risk of weight loss and/or dehydration. There was now a monthly nutritional meeting for nursing and kitchen staff. When there were concerns about a person's food and drink intake this was monitored effectively. The service was providing individual food and drink fortification for people on fortified diets as they needed to put on weight.

This area for improvement has 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?	4 - 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 and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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