

Allanbank Care Home Care Home Service

Allanbank
Bankend Road
DUMFRIES
DG1 4AN

Telephone: 01387 216 600

Type of inspection:
Unannounced

Completed on:
7 February 2024

Service provided by:
Sanctuary Care Limited

Service provider number:
SP2019013443

Service no:
CS2019378605

About the service

The registered provider of Allanbank care home is Sanctuary Care Limited. The home is registered to provide care and support for up to 67 people.

The living accommodation is all on the one level and within the building there are nine separate units each providing for different levels of care needs. There is one 12 bed unit for younger adults over the age of 18 with complex mental health conditions and or other neurological disorders. The remaining units provide for different levels of older people some with dementia others frail and requiring more physical care.

The home is situated near the town of Dumfries, the care home is purpose-built, sitting in it's own grounds, over two floors with disabled access, linked by a passenger lift. Unit accommodation is designed around two courtyard gardens with connecting unit corridors. The service has all single bedrooms with en-suite toilets. Each unit has it's own lounge/dining area and communal bathing facilities and access to well-maintained garden areas

About the inspection

This was an unannounced inspection which took place on 6 and 7 February. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with 15 people using the service and seven of their family/friends/representatives.
- Spoke with 14 staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with two visiting professionals.

Key messages

- Consistent team of caring staff with many years experience working in the care home.
- Staff working well together as a team between units and departments. Good cooperation and collaboration to delivering quality of care to people living in the home.
- Vibrant activities programme that staff get involved with and people benefit from.
- Service is well led by management structure that supports good outcomes for people.
- Provider continues to maintain, invest and make improvements to the environment.

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?	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?	5 - Very 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 this key question as very good where several strengths impacted positively on outcomes for people and clearly outweighed any areas for improvement.

We met a vibrant and enthusiastic activities coordinator and observed staff getting involved with people in the home from several different units, all having a good time enjoying the activities on offer. A well attended and rapturous karaoke being one example of that. We also heard about the staff team getting involved with fundraising events to bolster the activities fund. This all helps to encourage people to keep active and make the most out of life. This was also good to see all the staff team taking part and making these moments even better for the people in the care home.

People receiving care should be treated with dignity and respect. We observed staff working well with a variety of different health needs, from physically frail elderly individuals to those with dementia and also younger people with mental health and neurological disorders. The staff treated everyone with dignity and respect and we heard from several relatives about how good and caring the staff were.

There was a consistent team of care staff with many years experience working in the care home who were very familiar with the individuals and their specific care and support needs. We saw that the care staff worked well together as a team. This was evident in the way the staff worked between the different units and helped people to move around the home as well.

The electronic care planning system provided evidence of good communication with external healthcare professionals, demonstrating that when required they were called promptly for advice and guidance when needed. Records detailed the outcome of these visits, including any advice and guidance regarding changes or treatment regimes. This helped to ensure that people's health needs were quickly identified and addressed.

We reviewed the medication administration procedures and noted these were again managed by an electronic system that collated daily counts to track medication stock. We also noted good information and detail in the descriptions of medications that were used for as required. This helped to ensure consistency in approach to administering these types of medicines.

We met with the catering staff and observed the range of menu choices. Mealtimes were well managed and we observed staff providing support at mealtimes in the various areas of the home. Staff provided assistance to help people eat and drink in a calm and relaxed manner.

We spoke to the kitchen staff responsible for ensuring that all textured, modified diets and special requirements including diabetic diets were adhered to. They demonstrated good understanding and knowledge of special dietary requirements. The feedback we received from people about the standard and quality of the food was very positive.

How good is our leadership?**5 - Very Good**

We evaluated this key question as very good where several strengths impacted positively on outcomes for people and clearly outweighed any areas for improvement.

It is important that care services have in place effective quality assurance systems to audit and evaluate the quality of care and support provided. This helps ensure that there is a continuous service development and improvement that results in continued good outcomes for people living in the care home.

We found an effective and responsive management team willing to listen and contribute positively to the inspection process. We received good feedback and comments about the management team and staff felt able to raise concerns and these would be dealt with. The two managers we met demonstrated enthusiasm and competence in their individual roles and worked well together as a team collectively supporting each other.

We reviewed the quality assurance procedures in place and saw that both managers provided a very good overview and complimented each other through supportive and professional working practices. They utilised information from the electronic care plan system to evaluate the effectiveness of the care and support provided in areas such as pressure care, falls, accidents, incidents, infections, weight and other health indicators. This also included staff supervision and training and feedback from people who live in the home and their relatives.

There were quality assurance audits for monitoring the health and safety requirements including the cleanliness of the environment and clinical governance. The information and data from these audits was used to develop action plans to inform changes and improve outcomes for people. We saw that this information was used effectively to inform and implement changes and developments within the service and to monitor the quality of the service provided.

There were daily meetings happening to ensure that all departments within the care home worked well together and were aware of what was happening. This ensured good standards of communication and staff teams all worked well together for the benefit of the people in the care home.

How good is our staff team?**5 - Very Good**

We evaluated this key question as very good where several strengths impacted positively on outcomes for people and clearly outweighed any areas for improvement.

People receiving care services should be supported by a competent, skilled and knowledgeable staff team. We saw that the care home had a full compliment of staff that were able to provide cover for all the home's requirements and therefore were not using agency staff.

This meant people were being cared for by staff who could get to know them well and their individual needs. This helped to build a good consistent team of staff who worked well together and contributed positively to the overall quality of care being provided.

We reviewed the staff recruitment procedures, induction, training and ongoing support and supervision procedures and documentation. We found that all necessary checks and recruitment requirements were adhered to. This ensured that anyone coming to work with vulnerable adults were suitable and appropriate.

The training statistics were recorded and noted with good standards being achieved with staff attending and completing the necessary basic mandatory training requirements. We also noted that additional specific topics were also covered as the service provided support to a variety of different care needs. This meant staff had the necessary relevant skills and knowledge to support people well.

Staff we spoke with presented as caring and compassionate; we observed many positive and enhancing interactions between staff and the people they supported. We also saw the staff working well together as a team with respect for each other. Some staff have multiple job roles within the care home and each recognised the value and appreciation for the contribution they all made to the overall quality of the service provided to the people who live in the home.

How good is our setting?

5 - Very Good

We evaluated this key question as very good where several strengths impacted positively on outcomes for people and clearly outweighed any areas for improvement.

We reviewed the regular servicing and general maintenance requirements of the care home including any health and safety procedures in place. We found that the provider employed a dedicated manager who provided an oversight of the general maintenance, domestic, kitchen and laundry requirements. We found a very good standard in place within the operational requirement within this care home. The designated manager demonstrated a very good knowledge and expertise in the necessary standards and practices.

We observed the home to be clean, tidy and well presented. The smaller living units made the environment more personal and homely. We saw that bedrooms were very nicely presented and efforts were made to allow people to have a pleasant private area that they could call their own.

We found the home to be free from any offensive odours. This is a large care home and we commend the domestic staff for their hard work and commitment to ensuring people have a safe, clean and tidy environment to live in. This ensures people feel valued and the condition of their environment is important to their general safety, health and well being.

The domestic staff we spoke to demonstrated good knowledge and understanding of their roles and responsibilities. There were appropriate cleaning schedules in place with the manager having a good overview of materials and products required to keep the home clean and tidy. This also ensured that appropriate actions were in place to prevent the spread of infection.

The staff we observed also showed pride in their work and interacted with the people who lived in the care home in a positive and respectful way. This helped to improve outcomes for people who live there, making them feel valued and cared for.

We note that people were able to freely walk around the home and access the internal secure garden areas. This helped to reduce anxieties for people who may at times display stress and distress behaviours.

We noted that the provider was continuing to invest in the environment to ensure the home is kept up to standard. This included attending to any ongoing maintenance issues as well as updating and refurbishing items and replacing existing heating systems and other major improvements to the environment.

How well is our care and support planned?**5 - Very Good**

We evaluated this key question as very good where several strengths impacted positively on outcomes for people and clearly outweighed any areas for improvement.

It's important that personal plans reflect the wishes and choices of people who receive care and support. This helps guide staff to provide the right kind of support to that person, including giving regard for people's choices and respecting their rights. The care home uses an electronic care planning system that staff have access to via computer terminals and hand held devices.

We spent some time reviewing the content and information collated and stored in these electronic files. We saw that care files contained clear descriptions of important information relating to that individual's care needs.

There was information and details pertaining to the need for additional medical and health care input from external professionals and any on going treatment plans of regimes prescribed. This ensured that anyone with additional identified health care needs were met and they were properly supported to help address those needs.

The information we reviewed in the care and support plans showed appropriate use of clinical health needs assessments to help identify general health and wellbeing and promptly identify any risks or potential issues. This helps to ensure that individual's health needs are quickly identified and appropriate care and support provided.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

The provider must ensure that for the safety and wellbeing of people experiencing care, all injuries are immediately recorded and reported to the relevant individuals and agencies in accordance with agreed procedures. To do this the provider must at a minimum: complete accident and incident reports including a body map. inform family and legal representatives of any injury sustained by their relative. notify the social work department under agreed adult protection procedures submit a notification to the Care Inspectorate

This requirement was made on 25 August 2023.

Action taken on previous requirement

We reviewed the accident and incident records and the service's notifications. The information and actions taken by the service management was appropriate to ensure that people's needs were addressed and they were protected. We saw that as a result of any incident appropriate communication was in place with regards to other relevant parties including social work, family and relatives. This ensured that everyone was kept up to date with any issues of concerns within the service.

We saw from evidence in care planning documentation that information regarding any accidents or incidents was appropriately recorded to help keep record of an individual's issues. Care plans were reviewed and these issues discussed and forward planning agreed with all necessary parties able to contribute.

This requirement has therefore been met.

Met - outwith timescales

Requirement 2

Systems must be in place to ensure people's healthcare needs are assessed and well met. In order to achieve this the provider must at a minimum, ensure: staff liaise with relevant healthcare professionals to develop a clear approach to managing their healthcare conditions. planned support relating to skin care is fully assessed, implemented and reviewed in line with changes. staff liaise with relevant healthcare professionals when people who use services require treatment or their healthcare condition is not improving.

This requirement was made on 25 August 2023.

Action taken on previous requirement

The service had various folders with communication records in place for any external health care professionals involved with the service. This included regular visits from the district nursing team, advanced nurse practitioner and podiatrists for example.

This information was recorded appropriately in care plans we reviewed and included in the on going review process for each person's individual care plan review.

The staff in the service used Restore 2 documentation to help them assess and monitor and record the observations of any individuals with issues or concerns. Training was also made available to staff.

This requirement has been met.

Met - outwith timescales

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 service should ensure that care reviews are outcome focussed and detail what people have achieved and what their goals are for moving forward.

This area for improvement was made on 2 September 2022.

Action taken since then

The care plans we reviewed demonstrated that the care and support was driven by person centred focus on the individual and their needs. We saw that people receiving care and their relatives and representatives were involved in this process to ensure the individuals best interest's & needs were being considered.

We heard very positive feedback from relatives we spoke to about how well people were cared for in Allanbank.

Previous area for improvement 2

The service should and would benefit from carrying out a bespoke training needs analyses to identify which training staff would require in order to support people with specific health conditions. This could include, but is not limited to:

- mental health first aid
- communication
- Huntington's disease

This area for improvement was made on 2 September 2022.

Action taken since then

We reviewed the training needs matrix copy of spreadsheet sent for evidence. We noted that specific training had been accessed covering topics such as Huntington's and others including providing update and training on the implementation of the Restore 2 procedures and documentation. This ensured that the staff team had access to and were provided with the type and standard of training topics that they require when dealing with such a varied and complex group of individuals.

The manager had been able to source a variety of additional training opportunities above the standard mandatory or on line training systems that were in place.

The training matrix was maintained and updated regularly to ensure that all staff were up to date with all their training needs. Copies of these training records were included in the evidence file.

On going training needs was a topic and focus during staff supervision and support sessions to identify and discuss ongoing training requirements.

Previous area for improvement 3

To demonstrate respect for people experiencing care and for their personal property, the provider should ensure that the policy and procedure for moving out of the care home is adhered to by all staff.

This area for improvement was made on 25 August 2023.

Action taken since then

After a response to a previous complaint, the manager and the care team now ensure that when any person moving out of the home for whatever reason, their property and personal belongings are respectfully dealt with and collected and properly packaged before transporting.

Previous area for improvement 4

The provider should ensure that people experiencing care have arrangements in place to allow them to summon staff assistance if required at any time.

This area for improvement was made on 25 August 2023.

Action taken since then

We checked the call system and the hand held operating switches used by people to press and alert the care staff that they require assistance. There were systems in place to ensure regular checks on all hand held call alarms to ensure these were all in place and operating properly.

Previous area for improvement 5

People experiencing care and their family representatives should have confidence that any concern or complaint that they raise will be logged and investigated fully in line with the service policy and procedure on complaint handling

This area for improvement was made on 25 August 2023.

Action taken since then

We reviewed the actions taken by the manager with regards to the complaints handling procedures and noted that they had introduced some new systems which included a spreadsheet of all issues, concerns and complaints. These were noted and action taken to address any issues that are brought to their attention.

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
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	5 - Very 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
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?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.