

Howard House Nursing & Residential Home Care Home Service

13 Howard Street
Kilmarnock
KA1 2BP

Telephone: 01563 532499

Type of inspection:

Unannounced

Completed on:

5 August 2019

Service provided by:

Lorimer Care Homes Limited

Service provider number:

SP2003001705

Service no:

CS2003010268

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Howard House is registered to provide care for 47 older people, including five respite places and four places for younger people with physical disabilities. The provider is Gate Healthcare Ltd. The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate when it was formed in 2011.

Howard House is an extended detached villa located in a residential area of Kilmarnock close to the town centre and amenities. Accommodation is provided over three floors and comprises 34 single and six shared bedrooms, of which 38 have en suite facilities. There is a conservatory with access to a small, pleasant enclosed garden, two large lounges, dining room and assisted bathing facilities. Some bedrooms have direct access to the outdoors.

The home aims "to provide a quality service in a homely and caring environment where residents can enjoy the best quality of life".

At the time of the inspection there were 40 people living in the service.

What people told us

We spoke with six people who experience care and six of their relatives. Responses were very positive about the quality of the overall service. Residents were happy with their meals and confirmed they were warm and comfortable in their bedroom accommodation. Relatives told us that staff communicated changes in their family members wellbeing and sought appropriate health care advice when required.

We also received 12 Care Standards questionnaires from relatives and people who experience care. When asked whether they were happy with the quality of the service all respondents confirmed that they were. Additional comments included:

"I'm happy with all aspects of care home especially change in matron".

"Everything is great, no problems, nice and clean, top class".

"Everything is very good".

"My relative continues to receive excellent levels of care and support within Howard House, staff have really made such an effort to get to know my mum as an individual and tailor her care and support specifically for her needs -including her preferences taking into account her personal limitations and health problems. The manager and staff have carried out a total refurbishment and decoration of the care home and residents are so relaxed and happy in their new environment. The manager has reorganised dining areas lounges which has really assisted residents with more challenging behaviours. Staff always go over and beyond their job role to provide tailored care and support. Social activities/outings/crafts have been extended to include a wide variety of interesting and stimulating events. Must be the best care facility locally thank you".

"Overall, Howard House is an excellent care home and my mum is happy there".

"Clothes going missing unsupervised lounge, takes ages for buzzer to be answered. I feel it is understaffed".

One relative highlighted resident's had no access to the call bell system in the lounge area and that staff were not accessible to support residents need timeously.

One person also disagreed that the home is clean, hygienic and free from smells, that staff supported their relative/friend to stay in touch with friends, relatives and their own community and that snacks and drinks were always available.

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?	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?

4 - Good

People who experience care should experience respect and compassionate care and support as this promotes dignity and helps the person to feel at ease. People we met confirmed those who live in Howard House were treated well and benefited from staff being caring and kind to them.

Staff supported individuals to feel included by considering their views and preferences. We saw that residents and relatives were acknowledged and warmly welcomed. This made Howard House feel welcoming and promoted positive relationships.

Residents of Howard House could be confident that the care and support they receive benefits their health and wellbeing. We saw that staff were knowledgeable about the care needs, choices and wishes of people who experience care. We saw that people's assessed health care needs were met. Staff were able to recognise and respond to any changes in their presentation. This included referrals being made to external health care professionals, where required, to help people stay as well as they could.

Overall, medication practices were satisfactorily managed. This would be improved by adopting a more person-centred approach so that people who experience care receive their medication in keeping with their preferred daily routine. The manager had taken steps to progress development in this area. Topical administration records should be improved to evidence the consistent application of prescribed skin creams.

Residents should be able to enjoy healthy, well presented meals snacks in keeping with their dietary needs and preferences. People told us they were happy with the quality and choices offered. Care and catering staff were aware of the risks of unplanned weight loss. However, the completion of supplementary charts was not reflective of planned care and did not evidence the additional measures in place for residents at increased risk of weight loss or dehydration. We were assured this was a recording issue. These records should be monitored by senior staff. See area for improvement 1.

The service had regard for promoting physical activity and maintaining local community links which are known to impact positively on people's wellbeing and quality of life. During this inspection residents took part in a summer fête and a sponsored walk. Residents continued to benefit from well-established links with a local nursery school.

The service employed dedicated staff to support individuals to participate in a range of recreational and social activities. This included access to the secure garden, walks, arts and crafts, board games, baking, hairdressing and nail painting. Regular musical entertainment was popular. We heard about outings residents had enjoyed. Developing activities for people who live with advanced dementia would enhance the outcomes for some people living within Howard House. Ongoing work to develop the role of the key worker would build upon good practice in this area. Improved evaluation of each individuals' activities and social connection would help evidence how the service ensures that people get the most out of life.

To promote greater levels of independence and wellbeing individuals should experience a high-quality environment that has been adapted to meet their needs. Howard House benefitted from an environment that was developing to enhance the experience of individuals; especially for those living with dementia. A Kings Fund Audit had been recently completed to support ongoing improvement in this area.

Areas for improvement

1. Supplementary charts should be reflective of planned care evidencing the additional measures in place to support responsive and effective healthcare.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, any treatment or intervention that I experience are safe and effective. HSCS 1.24 .

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

Individuals should be involved in leading their care as this helps to ensure personal plans are right for them. Setting out how their needs will be met as well as their wishes and choices helps staff to deliver effective care and support.

Overall, we found the quality of personal planning was good. Appropriate legal documentation was in place to support decision making where people's capacity for informed decision making was reduced. The personal plan model used was outcome based. Staff were knowledgeable about residents needs and preferences and this was reflected in the content of the personal plans. However, to ensure personal plans could be relied upon as an accurate account of the care and support provided staff must ensure that they consistently update information as people's needs change.

Care plans were evaluated regularly, however, evaluations and formal reviews would benefit from a focus on how planned care interventions have impacted on outcomes and experiences for each individual, including how people get the most out of life. The manager was working on a revised review format to take account of this.

People who experience care benefited from a range of clinical risk assessments. These were regularly reviewed. However, we noted an occasion where a nutritional risk assessment did not accurately reflect the individuals nutritional status. We acknowledge that appropriate care interventions had been implemented. The manager took immediate action to improve the quality assurance process around clinical risk.

The manager acknowledged a high number of falls within the service. A falls reduction strategy had been implemented and was being closely monitored. The management team should continue to monitor the assessment and management of falls to reduce risks for residents monitoring this as part of the quality assurance system. The manager planned to replace the existing falls risk assessment with the multifactorial falls risk assessment tool in accordance with the best practice resource. Managing Falls and Fractures in Care Homes for Older People - good practice resource.

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?	4 - Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	4 - 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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