

Mull Hall (Care Home) Care Home Service

Barbaraville
Invergordon
IV18 0ND

Telephone: 01862 842308

Type of inspection:

Unannounced

Completed on:

18 December 2019

Service provided by:

Mull Hall Care Ltd

Service provider number:

SP2003001708

Service no:

CS2003008485

About the service

This service has been registered since 2002.

Mull Hall (Care Home) is registered to provide a care service to a maximum of 42 older people.

The provider is Mull Hall Care Ltd.

The provider also operates Mull Hall (support service), a registered day care service for up to six people, from the same premises.

Mull Hall is a modern, single storey care home situated in the village of Barbaraville, close to the town of Invergordon. The grounds that surround the premises are pleasant, very well maintained and easy to access by people who live in the care home.

The aims of the service include:

'To deliver quality care services, meeting all your assessed needs in relation to accommodation, meals, activities, support and care in accordance with the relevant Care Standards, whilst preserving and maintaining the independence, safety, dignity and individual rights of the resident.'

What people told us

During the inspection we spoke with three people who used the service privately. We also spoke with five other people in the main lounge. Comments from people we spoke with were very positive. People told us they were well cared for and that the staff were kind and caring. When we asked about the food we got some mixed feedback. People told us they really enjoyed the activities and were really looking forward to the Christmas party.

Relatives we spoke with told us that they were very happy with the care provided to their family member. Some comments were as follows:

"Lorna and the staff are very approachable and kind."

"The care is very good."

"My relative is very settled and happy."

"I feel very comfortable when I leave the home that my relative is being well looked after."

"My relative is very happy with her room. She likes the view and is very comfortable."

"The activities are good and my relative likes to join in with whatever is happening."

We received 11 completed Care Standard Questionnaires from people who used the service prior to the inspection. There was some mixed feedback from these. Some of the comments were as follows:

"The staff are kind and caring."

"The staff are excellent."

"The staff are very busy and always rushing."

"Some of the staff don't have a clue. They need training."

"Some of the staff are abrupt."

"The staff should get better wages."

"I can't fault the staff. They are excellent."

Other comments from people who use the service and relatives/carers are included in the body of this report.

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? | 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

We found there were a number of important strengths which, taken together, clearly outweigh areas for improvement.

The strengths will have a significant positive impact on people's experiences and outcomes. However improvements are needed to maximise well-being and ensure that people consistently have experiences and outcomes which are as positive as possible.

People should experience warmth, kindness and compassion. Staff were friendly and we observed good interactions between them and the people they were caring for. Staff knew people well and took time to speak with them and include people in conversations. Staff took the time to support people with their appearance and people looked well presented. People were called by their preferred names, which helps reinforce personhood and identity.

We saw that staff supported people in a kind, respectful and caring way, with warmth and compassion. This would have a positive impact on people's wellbeing. People told us they were very happy with their care and people using the service and their relatives spoke highly of the staff who supported them. Some of the feedback in the Care Standard Questionnaires was not so positive about the staff. As the people who completed the questionnaires chose to remain anonymous we were unable to follow up on this. The manager was informed of the comments we received and agreed to speak with people generally to make sure that they were happy with all aspects of the care they received. Progress will be monitored on this as the manager agreed to keep us informed of the outcome of her meetings.

People should be able to choose to have an active life and participate in a range of activities every day, both indoors and outdoors. There were two activities coordinators working in the home. There was a varied programme of activities offered and people were informed of the activities both verbally and by a notice board. People told us that the activities were good and that there were opportunities to go out on trips and to be involved in community projects.

During the inspection we observed people taking part in an Otago exercise class. This class was well attended and we saw that there was a high level of enjoyment. The Otago instructor encouraged and supported people to join in at their own pace and at a level that was right for them. Keeping active helps people to maintain independence longer and have a better quality of life. The manager was looking in to developing individual activity profiles for people. Staff would gather information about people's interests and hobbies both past and present and use this to plan activities that are meaningful for everyone. The manager should also evaluate the planned activities to ensure that they remain appropriate for all those involved.

There was an outside garden area to the rear of the home and some people were supported to go outdoors for some fresh air or a walk. There were plans to develop an area to the front of the home to make a secure garden area which people would be able to access independently. The service should progress with this and explore ways to support people to regularly access the outdoors and fresh air to benefit their well-being.

People should have a suitable choice of healthy meals and snacks, including fresh fruit and vegetables. Staff were aware of the importance of hydration. We saw people being offered drinks throughout the day. The cook was aware of people's dietary needs and knew their preferences well. There was a calm atmosphere at mealtimes and people ate their meals at their own pace and were not rushed. People were supported well and staff ensured that they were offered choices about where they wanted to eat their meals. Being able to eat and drink well is important to keeping in good health. The feedback about the food was mostly positive. Some people told us it was lovely and they really enjoyed it and two people we spoke with told us they weren't keen on some of the choices. Alternative options were available from the menu choices, however we did note that not everyone was offered an alternative when they stated they did not like something. The manager should ensure that staff offer people an alternative choice of food to ensure that their intake is sufficient to meet their nutritional needs.

People should feel safe and protected from neglect, abuse or avoidable harm. There were good policies in place and we were reassured that staff understood their responsibilities to protect people from harm.

Any treatment or intervention that people experience should be safe and effective. There were good arrangements in place to support people with their medication. We discussed some areas where practice needed to improve and were confident that these would be addressed and resolved by the service. **(See area for improvement 1)**

There were very good links with health professionals and people's support and health needs were very well-managed. People had a care plan in place and these were used to promote people's health and well-being. **(See key question 5 - how well is our care and support planned)**

Areas for improvement

1. To ensure that people who use the service get the most benefit out of their prescribed medication the manager should:

a) Ensure that where people receive pain relief medication on an 'as required' basis, that there is a system in place to regularly evaluate the effectiveness. This will ensure that people's medication remains appropriate and is effective in bringing about relief from their symptoms.

b) Ensure that detailed protocols are developed for each 'as required' medication. This will support staff to make an informed decision as to when and in what circumstances 'as required' medication should be given.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'Any treatment or intervention I receive is 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

We found there were a number of important strengths which, taken together, clearly outweigh areas for improvement.

The strengths will have a significant positive impact on people's experiences and outcomes. However improvements are needed to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

People should be fully involved in assessing their emotional, psychology, social and physical needs at an early stage, regularly and when their needs change. Staff regularly carried out assessments of people's needs and sought advice promptly when people's condition changed or additional support was needed. There was good input from and good working relationships with healthcare professionals involved with people's care and support which included assessments and advice about care. The service supported people and their families well with their decisions about their current and future care.

People's care plans should be right for them because they set out how their needs will be met, as well as their wishes and choices. People's support plans contained some good information and reflected their preferences. Although it was clear that staff knew people's needs well and could describe the care provided in detail, this information was not always reflected as well in the person's care plan or review records. The service should continue to develop care plans with the involvement of the person. These should set out how people's needs will be met as well as their wishes and choices. The service had plans to address these areas by using the Health and Social Care Standards to support the development of a more person centred, outcome focused care

plan. Looking more at outcomes will help move away from the task type information which was in some people's care plans at present. The staff need to carry out a regular evaluation of each care plan and look at what has happened in the person's life over the last month. Any changes to their care should be noted and the care plan updated to reflect these changes. If staff try to improve the quality of the evaluations this will support a much more meaningful six monthly review. Making these improvements will help ensure that people's care and support is being delivered at a level that is right for them. **(See area for improvement 1)**

At present people were offered a six monthly review of their care plan. We could see that these were taking place and that there was evidence of people and/or their families being involved in this process. In the four we sampled the written record of the reviews were limited in detail and did not cover all aspects of people's health and well-being needs. It was difficult to see whether any issues raised were being followed up or whether anyone's care plan was updated as a result of the review taking place. This had the potential to impact on people's health and well-being if their care plan was not a current reflection of their care needs. **(See area for improvement 1)**

Areas for improvement

1. To ensure that people receive care and support that meets their needs, the manager/staff should look at developing care plans with a more outcome focused approach. Regular evaluation should be carried out and where there have been any changes to people's care the care plan should be updated to reflect these changes. Where six monthly reviews are being carried out, these should be fully recorded and cover all aspects of people's health and well-being needs. Any issues raised should be followed up and actions taken within the identified timescales.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15) and 'I am fully involved in developing and reviewing my personal plan, which is always available to me.' (HSCS 2.17)

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

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| How well do we support people's wellbeing? | 4 - Good |
| 1.1 People experience compassion, dignity and respect | 4 - Good |
| 1.2 People get the most out of life | 5 - Very Good |

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| 1.3 People's health benefits from their care and support | 4 - 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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