

Blackwood Care Home East Region Care Home Service

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Telephone: 01786 812864

Type of inspection: Unannounced
Inspection completed on: 23 August 2016

Service provided by:
Blackwood Homes and Care

Service provider number:
SP2003000176

Care service number:
CS2003011559

About the service

Blackwood Care Home East Region: Broom Court is a small, purpose built residential care home for adults with physical and associated disabilities. It includes an adjoining three bedded respite unit and has a pleasant, enclosed garden with views of the Ochils.

What people told us

Those residents we spoke to (who were able to tell us), were happy with the care and support and also with the quality of the food. One person told us: "The food's great."

One person told us they enjoyed an alcoholic drink and that staff were happy to help organise that.

A person using the respite service said they preferred Blackwood for respite to a nursing home as it was less regimented and more flexible. You could come and go and 'do your own thing', choosing when to go to bed.

We spoke with two relatives, one in person and one on the telephone. The first relative said he and his son got on well with staff and other residents. His son was always supported to be "nice and tidy." Staff escorted him on holidays abroad. The person we spoke to disliked leaving messages on the care home phone and would prefer to always be able to speak to a staff member. We raised this with the manager who took action to ensure this could happen.

A second relative was visiting while we were there. Mostly, both she and her relative were happy with the care and support offered. However, there had been an issue about an important piece of equipment that we shared with the manager. Perhaps more could have been done to keep the person and her relatives advised of progress on obtaining replacement equipment. This was discussed at our feedback to the service.

Self assessment

The self assessment was suitable, comprehensive and helpful.

From this inspection we graded this service as:

| | |
|--------------------------------------|---------------|
| Quality of care and support | 4 - Good |
| Quality of environment | 5 - Very Good |
| Quality of staffing | not assessed |
| Quality of management and leadership | not assessed |

What the service does well

Risk assessments and care plans about permanent residents were of a very good standard. We found evidence of regular, signed care reviews. There was a positive section called 'Learning About Me.' This would all help residents be confident that their needs and preferences were understood and being met.

Blackwood did annual surveys to find out the views of residents, relatives and staff. This suggested the provider was keen to make use of everyone's views. The respite service had a separate survey, indicating it was seen as important. The most common grades awarded by people who filled in the surveys were good or very good. It was reassuring that people were satisfied with the service. This tied in with our own findings from speaking with people.

People enjoyed the food. There was a regular menu planning meeting with residents and the cook supervisor. Residents could be sure that menus were varied, the food appetising, nutritious and freshly made. This was likely to sustain and improve health.

Meetings of staff who were key workers were held regularly and the notes were seen by all support staff. Up to date communication about everyone reduced the risk of mistakes in meeting people's needs.

The manager asked all residents which staff member they wanted as 'named' worker. This showed a commitment to choice and empowerment.

The outside of the building was bright and welcoming. Residents had chosen colours for paint and carpets for inside. There was an improvement group with several residents as members. This included reporting repairs as well as plans for upgrading the surroundings. Faults and repairs were dealt with quickly. There was also a regular residents' meeting with the manager where issues of the environment were raised. We saw a new greenhouse in the lovely garden, that was filled with produce, grown by residents. People living at Blackwood had choice and involvement in their environment. That was likely to ensure a good quality of life.

We were impressed that our comments were actioned immediately by the manager, for example making the duty officer's mobile number available to relatives. We saw an openness to ideas and a strong commitment to improvement.

What the service could do better

We found that medication administration practice was not always of a good enough standard. Blackwood's policy and procedures required two staff present on each occasion. We found recent instances where medication was administered by one person without a proper operational reason. This could increase the risk of mistakes. The manager saw the need to ensure this practice stopped. We have made a requirement about this. See requirement 1.

We noted staff did not have information about possible medication side effects to hand. The manager recognised this was important and started work to make sure it was done.

More could be done in the kitchen to prepare food for those who found it challenging to eat independently. The service could consider having photos of meals on the menu blackboard for those needing pictorial information.

Décor internally was looking rather tired but plans were in place to redecorate this autumn.

People having respite did not have keys to get in if no staff were at the respite house. The manager agreed during the inspection, to provide this. It should be part of respite residents' assessment and checking in process, thus improving independence.

The service should ensure that risk assessments and care plans for respite service users are all up to date, to provide the best and safest service.

Requirements

Number of requirements: 1

1. The provider must require all staff to adhere to Blackwood's own medication policy and procedure at all times, to ensure the safe administration of medication.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a): A provider must make proper provision for the health, welfare and safety of service users.

Timescale: on receipt of this report.

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.

Inspection and grading history

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|---------------|
| 30 Sep 2015 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 15 Sep 2014 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 27 Aug 2013 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 28 Sep 2012 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 21 Dec 2010 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | Not assessed |
| 26 Jul 2010 | Announced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | Not assessed |
| | | Management and leadership | Not assessed |
| 5 Feb 2010 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 6 - Excellent |
| | | Management and leadership | Not assessed |

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|---------------|
| 16 Jun 2009 | Announced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 6 - Excellent |
| | | Management and leadership | 5 - Very good |
| 14 Jan 2009 | Unannounced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 9 Jun 2008 | Announced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |

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