

# Catalina Care Home Care Home Service

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Alness  
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**Type of inspection:**  
Unannounced

**Completed on:**  
4 July 2023

**Service provided by:**  
St Philips Care Limited

**Service provider number:**  
SP2003003516

**Service no:**  
CS2004074211

## About the service

Catalina Care Home is registered to provide a care service to a maximum of 28 adults with mental health problems of which up to four places may be used for short break or respite care. The provider is St Philips Care Limited.

The home is located near the village of Alness, in Easter Ross which has a range of local amenities, shops and links to train and bus routes. The care home is a converted former hotel building, with accommodation on ground and first floor levels. The service has 28 bedrooms with en-suite facilities. The premises include lounge areas, a large dining area and a central kitchen. Another kitchen is available for those residents who wish to prepare their own meals. The home is set in its own grounds.

## About the inspection

This was an unannounced inspection which took place between 28 June and 4 July 2023. One inspector carried out the inspection.

To prepare for the inspection, we reviewed information about this service which included; previous inspection findings, registration information, information submitted by the service, and people who used the service and provider records.

In making our evaluations of the service we:

- spoke with seven residents formally and other residents informally;
- spoke with one relative;
- spoke with staff and management;
- spoke with a partnership agency and
- reviewed documents.

**Key messages**

People experienced support that promoted their identity, independence and choice, from a kind, caring and competent staff group.

People were central to all decisions relating to their care and support.

There were effective health systems in place to ensure people got the right care at the right time.

Some areas within the care home needed further cleaning.

Leaders needed to undertake further self evaluation of service performance.

Staff training needed to be reviewed to ensure good practise guidance was being followed.

**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?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	4 - 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?

4 - Good

We made an evaluation of good for this quality indicator. This means there were important strengths with some areas for improvement.

People living in the service and staff worked in partnership, ensuring care and support was delivered in the way the person wanted, where their wishes and preferences were respected.

We observed staff supporting people in a warm, and caring manner. Staff knew how to reassure people when they were feeling anxious or worried. This helped people feel safe and accepted. Comments from people we spoke with included:

"I feel safe with the staff and they look after me."

"If I have any worries I let the staff know. They are kind and listen."

"If I could have a wish list it would be living here, the staff know what I like and are fantastic."

People's right to make choices and take risks were fully embedded within the culture of the service. Staff had the skills and understanding to support people to exercise their right to take informed risks.

Where restrictive orders were in place staff took time to discuss these with the individual and explore how care could be delivered in a way that promoted choice and independence. This had resulted in people being able to pursue their interests and improved emotional and physical health.

Effective health systems were in place to monitor and promote people's wellbeing. Staff were responsive to changes in people's health, and promptly followed up any concerns with relevant health professionals. This meant people got the right care at the right time. Comments from people we spoke with included:

"Catalina are an excellent service with a person centred focus. As a consequence my client has made huge progress in his presentation." (professional).

"The staff manage to follow complicated protocols, for example medication. I have seen huge positive differences with some of the clients I am involved with." (professional).

"The staff have helped me feel much more confident, they are supporting me to be more independent."

The activities co-ordinators had established trusting relations with people. They had a good understanding of people's likes and dislikes which meant they engaged people in activities they enjoyed. People were particularly looking forward to holidays and trips out. We asked the staff to consider ways they could support people to make links within the local community. Comments from people we spoke with included:

"I am really looking forward to going on a boat trip, I like watching the nature."

"I have a space within the grounds where I grow fruit and vegetables, this helps me relax."

"I like making things, the staff have built an outside workshop for me that I really enjoy."

There were some areas where peoples independence could be further promoted. Particularly in regard to meal times and self managing medication. (See area of improvement 1).

### Areas for improvement

1. To further promote skills and independence, where safe, people should be managing their own medication. The provider should also review current mealtime arrangements ensuring they are promoting people's independence and choice. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am empowered and enabled to be as independent and as in control of my life as I want and can be" (HSCS 2.2).

### How good is our leadership?

4 - Good

We made an evaluation of good for this quality indicator. This means there were important strengths with some areas for improvement.

The service was well led and managed. Leaders had a good oversight and understanding about what was working well and what improvements were needed within the service. There was regular evaluation of people's outcomes. This helped people get the right care and support at the right time.

There were a number of effective system in place to promote safety and wellbeing of people. For example, oversight of accident and incidents, training, maintenance records.

Peoples' views were sought regularly about the care service. Appropriate action was taken when issues were raised about service improvement. This resulted in an open and transparent culture, where the priority was the person receiving care and support. Comments from people we spoke with included:

"We have residents' meetings and can make suggestions at any time, the staff listen to us."

"Staff are easy to talk with, we can tell them anything."

"Our management team have an "open door policy" which means we can go into their office whenever we like if we need to chat or need any advice regarding work." (staff).

There were some instances where we had not been notified about accidents and incidents. This allows us to make sure the provider is providing safe care. We shared current guidance with leaders and are assured they will now follow expected guidance.

Quality assurance, including self-evaluation and improvement plans, ensure standards of good practice are adhered to. Part of this process should include regularly self evaluating service performance. This ensures a focus on people experiencing high quality, safe care that meets their needs, rights and choices. (See area for improvement 1).

### Areas for improvement

1. To support improvement the provider should undertake a process of self evaluation. This should result in the development and ongoing reviewing of improvement plans that have measurable outcomes relating to

person-centred care and support.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11), and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

## How good is our staff team?

4 - Good

We made an evaluation of good for this quality indicator. This means there were important strengths with some areas for improvement.

The majority of staff at Catalina have worked there for a number of years. They have built up a great deal of experience and knowledge on how best to support people with their mental health. The culture of the staff team is to work in a way that promotes peoples rights and independence.

There were regular professionals discussions where staff had the opportunity to reflect on their practice. A learning culture was embedded in the service, with a focus being on providing, rights based person centred care.

There were systems in place to check staff were competent and confident when they were supporting people. This included a variety of training opportunities and regular staff supervision. Included in this were views of the people who lived in Catalina and areas of improvement were progressed.

Staff benefited from personal and professional wellbeing support that included debriefing on the management of difficult situations. The team worked well together, their main objective to support people to reach their potential. Comments from people we spoke with included:

"My team are very supportive we all work together."

"I always feel supported from management, they are always there if advice and guidance is needed."

"I feel confident with the training I already have and don't feel I need to highlight that I require any further training."

"Our turn over of staff is extremely low, we have a consistent team which means we are able to build trusting relationships with the residents we support."

To ensure staff are clear on their roles and responsibilities "core" training needed to be more robust and include "safeguarding." The manager also needed to have access to a "team" training plan. (see area of improvement 1).

## Areas for improvement

1. To ensure safe care and that staff are clear on roles and responsibilities the providers core training should be reviewed and include safeguarding. The manager should have an overview of team training. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).

**How good is our setting?****4 - Good**

We made an evaluation of good for this quality indicator. This means there were important strengths with some areas for improvement.

People felt relaxed, comfortable and had ownership of their environment. People had personalised their bedrooms and enjoyed relaxing in them.

There were robust systems in place to ensure a safe environment. This included fire safety. There were clear planned arrangements for regular monitoring and maintenance of the premises and equipment to ensure people were safe.

Overall the environment was clean, welcoming and homely. Staff followed cleaning schedules which reduced the risk of spread of infection. Staff were competent when handling potentially contaminated laundry. This reduced the risk of the spread of infection.

The building required regular upkeep and maintenance. Some people told us windows were draughty and did not close properly. The provider had been responsive to this and were waiting for work to start to replace all the windows.

There was a strong unpleasant smell in some of the shared areas. We did not think the provider had done enough to remedy this. People have a right to live in an environment that is fresh and free from odours. (See area of improvement 1). Comments from people we spoke with included:

"The windows are draughty and rotting, they do not open properly."

"The staff helped me get my room the way I like it, it is my sanctuary."

"Some areas smell really bad."

"We can come and go as we like, there is lots of space in the home."

**Areas for improvement**

1. To ensure peoples' rights are respected, the environment should be fresh and clean from odours. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise and smells.(HSCS 5.18).

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

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

A common theme throughout the inspection was that staff worked in partnership with the people they supported. People were central and fully involved in planning their day to day life. Care plans were person centred and reflected people's rights, choices and wishes. Care needs were regularly discussed with people and changes were recognised in care plans.

There was a culture of promoting independence and this was reflected in the care plans. Staff understood the importance of focusing on people's strengths and abilities and encouraged people to reach their potential. Some people had moved on to their own tenancies and were living with minimal support. Comments from people we spoke with included:

"My key worker regularly checks in with me to see how things are going."

"Yes I have a care plan and we discuss it regularly".

"I was involved in a review and the service user attended and was treated with great sensitivity and included to the maximum of their abilities." (professional).

## 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 manager must ensure that people experience a safe and well looked after environment. The premises, and equipment used in the provision of care within the care service should be well maintained and support a safe environment for people and staff.

**This area for improvement was made on 25 January 2021.**

#### Action taken since then

The area of improvement has been met. See key question 4 for further information.

#### Previous area for improvement 2

To reduce the risk of cross infection between different areas of the environment the provider should:

Ensure PPE stations are adequately stocked and easy to access at all times.

All staff in contact with people who live in the care home, should change their clothes when entering and exiting the building.

All staff should wear face masks in line with expected guidance and good practice.

**This area for improvement was made on 25 January 2021.**

#### Action taken since then

The area of improvement has been met. See key question 4 for further information.

### Previous area for improvement 3

To ensure care and support is planned in a safe way including if there is an emergency or unexpected event the manager should review and individualise their COVID-19 contingency plan.

**This area for improvement was made on 25 January 2021.**

#### Action taken since then

The area of improvement has been met. See key question 4 for further information.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

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
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - 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

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