

Thorntoun Estate Nursing Home Care Home Service

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Crosshouse
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Type of inspection:
Unannounced

Completed on:
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Service provided by:
Thorntoun Limited

Service provider number:
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Service no:
CS2003000768

About the service

Thorntoun Estate Nursing Home is a care home for older people and people with learning disabilities, located just outside the village of Crosshouse. The service provides nursing and residential care for up to 76 people.

This includes twelve places within The Laurels unit for adults and older people with learning difficulties, seven places for adults with physical disabilities and four places for respite care.

The service is divided into three units and provides accommodation over two floors in single bedrooms, many of which have en-suite facilities. There is lift access to the upper floor. People using the service have access to a range of communal facilities, including lounges and dining facilities. Well-tended gardens are accessible from all three units.

About the inspection

This was an unannounced inspection which took place on 29 & 30 June and 3 & 4 July 2023. The inspection was carried out by one 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 6 people using the service and 11 of their relatives / friends.
- spoke with 18 members of staff and management
- observed practice and daily life
- reviewed documents
- spoke with 2 visiting professionals

Key messages

- Management team with good knowledge and experience of various care roles in the sector.
- Good ethos of person centred approaches to meeting people's care needs.
- Combination of new staff and more experienced providing motivated and enthusiastic team that work well together.
- Good standards of cleanliness and maintenance in relation to health and safety requirements.
- The chef and cooks produced good variety of menus and the kitchen staff were delivering good standards of food and nutrition.
- Good standards of recruitment procedures in place including induction, support and supervision as well.

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

People experiencing care should be supported in a way that demonstrated kindness and compassion whilst focusing on meeting their needs with dignity and respect. During our four days of inspection we saw people being supported by staff in a dignified manner, with people being treated with care and respect. Staff showed patience when engaging with people and sought opportunities to encourage people to express their wishes and make choices.

The care and support provided by staff should be beneficial to people's health and well being. We found that the nurse and staff team staff were knowledgeable about individuals' care needs, choices and wishes. We saw that staff responded to any concerns or deterioration in individual's health and presentation by making appropriate referrals to relevant external health professionals if required and followed any prescribed treatment regimes.

We saw that any treatment regimes were informed by good practice and staff demonstrated their skills and knowledge of individuals when assessing their health care needs including reviewing the effectiveness of the care and support provided.

It is important that people receive the right medication at the right time to meet their healthcare needs. We found that medication had been well managed and there had been good governance to check and support safe practice within the care home.

We spent time talking to the activity coordinator who demonstrated enthusiasm and motivation for the job role. We observed them spending quality time with the people in the care enjoying various organised activities and saw people responded to this in a positive way.

There was a really good buzz about the home with the up and coming events such as the care home athletics event and a bake off competition. This generated several conversations between the various staff teams, people in the care home and their relatives. This helped to create talking points and opportunities for people to engage in the wider community.

We saw good communication between the kitchen staff and the care team to ensure that individual's nutritional needs were met. This was especially important for those with compromised nutrition, resulting in good outcomes for the people in the care home. We found the standard of menu and food produced by the kitchen staff to be both appetising and nutritious. The kitchen staff demonstrated pride in their work and the cakes and produce made for the bake off competition which included help for people in the care home was impressive.

How good is our leadership?

4 - Good

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

We saw that the manager and area manager were in the process of developing and implementing a comprehensive quality assurance system. What we saw in place was of a good standard and included observations of practice being undertaken and staff being involved in the gathering of information and feedback for auditing purposes.

We saw audits covering areas such as falls, pressure care and tissue viability, mealtimes observations, accidents and incidents, medication records, care planning, reviews and several other important topics. The audits included overviews of individual's health and wellbeing with actions taken when required.

This assured us that there was a commitment from the management to continue to develop and implement a robust system of governance whilst monitoring across all areas of care.

Staff we spoke with told us they felt supported by the management team. This included having opportunities to meet and discuss their practice and personal development. Staff told us they were able to pursue further training and development in achieving qualifications and career development.

There were spot checks in place and some staff members were empowered to become involved in comprehensive quality assurance systems and activities. We saw the staff team working well together and the manager and deputy providing some good positive role models with a strong person-centred focus on the care and support they were providing.

There was an appropriate development plan in place and the manager was able to demonstrate an understanding of the improvements required in the service and how these should be prioritised. The service overall showed a good capacity for continuous improvement and development.

Areas for improvement

1. The provider should continue to ensure there are effective quality assurance processes in place that identify any areas of improvement. This should be continually developed and implemented. The service should continue to maintain and further develop the good standards of auditing and quality assurance we found during this inspection.

This is to ensure that care and support is consistent with Health and Social Care Standards which states that: 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 evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

We reviewed the recruitment procedures and noted good systems were in place to ensure anyone being employed within the care home was suitably checked and vetted prior to working with vulnerable adults.

These checks included references, police and criminal records, professional registration and right to work documentation. Interview notes were also recorded as was responses and on going inductions and support and supervisions in place once people started work.

During our inspection visits, we saw good examples of care staff working well as a team, communicating effectively and delegating tasks.

We saw the staff engaging with people in the care and their relatives and visitors in a positive and meaningful way. This included helping people make decisions and choices and keep up their independence, help them to express their wishes and promote choices.

Areas for improvement

1. The new management should continue to implement and develop the staff supervision programme with the aim of ensuring that staff are supported, motivated and helped to develop their skills and knowledge through reflective practice. This should include reflecting on practice and professional registration requirements including recognising learning and development opportunities.

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

During our four days of inspection, we found the home to be consistently clean, tidy and well presented. We observed a team of hard working domestic staff keeping the home fresh and clean. There were regular cleaning schedules and audits in place to ensure that standards were being maintained. We also noted some very nice interactions between the domestic, laundry and kitchen staff with the people who live in the care home. This made people feel valued and recognised and helped to encourage social interactions.

The maintenance person ensured that all regular health and safety checks and requirements were in place and up to date. We were impressed by the standard of work in maintaining good records and systems in place covering such a large home and other areas as well. This demonstrated a high degree of organisational skills, knowledge and expertise in relation to health and safety requirements for care homes and commitment to their job role and responsibilities. This ensured that people, staff and visitors were safeguarded whilst in the care home environment.

People living in the care home were able to personalise their bedrooms with furniture, pictures, photographs which helped to create their own space that they could feel this was their own. We viewed several very nicely presented personalised bedrooms within the home.

We noted that some carpets within the home were worn and could do with being replaced. However, we would also note the provider has good form at investing in the service, and we are confident these issues were in hand and would be addressed. The provider clearly demonstrated their commitment to improving and maintaining the environment and continued to invest in developing and maintaining high standards within the care home.

How well is our care and support planned?**4 - Good**

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

People experiencing care should be involved in assessing and leading their care and developing their care and support plan. This helps to ensure that personal plans are right for each person and clearly sets out how their needs will be met. This should also include how their wishes and choices are responded to and how staff provide care and support to them. Overall, we found the quality of personal planning to be good.

The care home operates an electronic care planning system. There were also hard copies of the care plan and hand written notes from the staff on the daily activities and recordings for people living in the care home. This helped to ensure that all staff were fully aware of the important health and wellbeing needs of the people they were providing care and support to.

The manager and deputy had implemented a number of systems to ensure that information was provided and easily accessible to the staff team which again further enhanced and ensured that all staff were fully aware of the care and support needs of the people they were looking after.

Both the manager and deputy demonstrated a thorough knowledge of the issues and challenges required when delivering consistent standards of care to people living in care homes. Their experience and person centred ethos helped to make changes and developments that were helping the home to make positive progress.

The care and support plans contained good health care assessments of needs and this helped to inform the development of the information contained within the plan. People who experience care and their relatives were involved in this process and this helped to make people feel valued and that their views and opinions mattered.

The recordings in the care and support plans including the daily progress notes covered topics such as; mobility, falls risks, food and fluid monitoring, the application of prescribed skin care treatments, weight monitoring records and repositioning regimes and other important factors. This ensured the person's holistic needs were addressed.

People we met during our inspection visits and those we telephoned spoke highly of the staff and management team.

Areas for improvement

1. The service should continue to develop the consistency of the content of the electronic care plan system and ensure that all staff have a good knowledge and understanding of the various support needs of the people they care for.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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)

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

To promote person-centred care plans that are focussed on achieving good outcomes for people and support meaningful participation, the service should include personal outcomes in people's care plans and ensure that these are meaningfully evaluated.

This should include, but is not limited to, ensuring that:

- Care plans acknowledge things that are important to the person, as well as their abilities, choices, ambitions and preferences.
- Care plans demonstrate a shared sense of purpose to which the person, their family, staff, and relevant others contributed.

This is to ensure 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)

This area for improvement was made on 16 June 2022.

Action taken since then

We sampled several care plans and noted they contained good descriptions of the type of care and support that individual required. These were clearly written and explained. There were good descriptions of the stress and distress behaviours and how best staff could help to calm someone during such episodes. The manager and deputy had also implemented a number of system including use of white boards with photographs identifying important elements of an individuals care and support needs. This helped to ensure that everyone was aware of the person's needs.

This area of improvement has been met.

Previous area for improvement 2

To support continuous and evidence-based self-assessment and improvement of the service, the provider should implement a comprehensive, responsive, detailed, and regularly evaluated service improvement plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19)

This area for improvement was made on 16 June 2022.

Action taken since then

The provider, area manager and the home management team worked well together with shared vision and commitment to providing high standards of care and support.

There is an on going service development plan in place and the provider along with the management team continue to keep themselves up to date with developments in the care sector and ensure they follow and implement best practice guidance within the services that they operate.

This area of improvement has been met.

Previous area for improvement 3

To ensure that people experience consistently good outcomes and to promote ongoing self-assessment and improvement of the service, the provider should continue to develop comprehensive and effective quality assurance systems.

This should include, but is not limited to, effective quality assurance processes for staffing, clinical governance, activities and quality of interactions.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19)

This area for improvement was made on 16 June 2022.

Action taken since then

The provider and area manager are in the process of developing and implementing an overarching quality assurance system for all their services. This will take time and they are ensuring that during this process the care homes continue to maintain the good standards of quality assurance they are currently operating with. We reviewed the various quality assurance records and documentation and found them to be of a good standard and the knowledge and expertise evident within this service will help to ensure that any future quality assurance system will be suitable for the purpose.

This area of improvement has been met.

Previous area for improvement 4

To support individual's hydration needs and inform effective care planning the provider should ensure that fluid charts accurately record information over a 24-hour period and measure an individual's intake against an agreed target.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My care and support meet my needs and is right for me' (HSCS 1.19)

This area for improvement was made on 16 June 2022.

Action taken since then

We reviewed the fluid balance chart documentation and noted these were accurately completed where required. The manager and deputy has also implemented checks to ensure this was being maintained. Information regarding anyone on fluid balance chart or other type of higher level recording such as repositioning or others were accurately completed by the care staff.

This area of improvement has been met.

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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - 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
3.1 Staff have been recruited well	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?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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