

Highgate Care Home Care Home Service

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Viewpark
Uddingston
Glasgow
G71 6HQ

Telephone: 01698 818005

Type of inspection: Unannounced
Inspection completed on: 6 March 2017

Service provided by:
BUPA Care Homes (Carrick) Limited

Service provider number:
SP2003002353

Care service number:
CS2003013763

About the service

Highgate Care Home is provided by BUPA Care Homes (ANS) Ltd and is a two storey purpose-built building providing accommodation for up to 80 people.

All bedrooms are single with en-suite facilities provided throughout. There are lounges and quiet rooms that give resident's choices of where they prefer to sit.

The grounds are well maintained and offer residents a safe space within a large enclosed garden.

There are adequate parking facilities and the home is accessible by public transport.

What people told us

Residents we spoke with were very happy with the care and support offered in the home. They told us:

"The food is great"

"Food is excellent"

"We are well looked after, even spoiled I would say"

"Staff know how to look after us"

"I like living here"

"I go out in the garden when the weather is good"

"I don't know about any meetings"

A relative told us "my relative is well looked after, she is healthy and happy living here. I was surprised to see how well she looked as I had no experience of care homes".

Self assessment

Each year all services must complete a self-assessment. This tells us how the service thinks they are performing. The inspector reviews this as part of inspection planning and looks at evidence of their performance during inspection.

However when we looked at the self-assessment submitted by the home we found it did not reflect the views of residents, relatives, staff or stakeholders. We would expect the self-assessment to tell us how the service provided has positive effects on the resident's life and their health and wellbeing.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We found when a new resident moved into the home a thorough assessment of their support needs was carried out. Care plans were then developed to inform and guide staff how to support the resident with their health and wellbeing needs. Although there was some person centred information this is an area the home should improve. Care plans should detail resident routines and how they would like personal tasks to be carried out. This would promote staff consistency and would ensure residents were supported in the way they preferred.

We found the recording of daily notes should be improved. When we looked at these they were mostly about personal care tasks rather than the person's day. (See recommendation 1 under quality of care and support)

We found minutes of review meetings were not person centred and did not identify outcomes for residents. Although the paperwork had a summary of all areas of care and support we did not get a sense of residents or their representatives being involved in the review. This meeting should give the resident and their representative the opportunity to discuss their needs, if they were being met or the care plan should be changed. (See recommendation 2 under quality of care and support)

We found a varied menu and residents told us the food was good, they were given enough to eat and had choices. We looked at minutes of resident meetings and could see they were asked about the food and if they had any ideas how to improve the menu. This gave residents an opportunity to have foods they liked added to the menu.

A "you said, we did" showed that resident suggestions were taken forward and actioned. This meant residents felt their ideas were taken seriously and contributed to a feeling of being valued.

We observed two lounges and found a number of different activities taking place. Staff obviously knew residents well and were aware of their support needs as they encouraged them to take part or chat. We also observed good moving and assisting practice as residents were taken for lunch.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The content of daily notes should be improved to reflect the residents day.

National Care Standards, Care Homes for Older People, Standard 17, Daily Life

2. Review minutes should be outcome focused and person centred.

National Care Standards, Care Homes for Older People, Standard 6, Supporting Arrangements

Grade: 5 - very good

Quality of environment

This quality theme was not assessed.

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We looked at training and found this mostly up to date with a plan for staff who needed updates already in place. There was also a plan to support staff to gain an SVQ required for their registration with the Scottish Social Services Council. This will ensure all staff have the relevant up to date training needed to carry out their role.

We found activity co-ordinators would benefit from additional training in how to deliver activities to residents on their dementia journey. This would give activity co-ordinators an opportunity to develop an understanding of how to deliver activities that are meaningful and may offer a stimulating environment to residents on their dementia journey. This would contribute to resident's health and well-being.

Staff had regular support through supervision and annual appraisal. Reflective practice was used to deal with any staff issues. We were pleased to find that as staff had asked for palliative care training this was about to take place. This can be a difficult area of work and staff should have the knowledge and skills to work with residents in a sensitive and appropriate way. This training will benefit residents, their families and also the staff who are supporting them. The manager recently asked all staff to write a reflective account on how the promoting excellence dementia training had impacted on their role in the year since they had completed it. This gave staff an opportunity to consider if they had put this training into practice to improve the way they supported residents.

We spoke with lots of staff from various roles including night and day staff. They all told us they felt there was a good team who worked together. They told us they felt supported by the management team and felt able to give their views and opinions.

The management team is pro-active and have an improvement plan that details how they intend to keep improving the quality of care and support delivered within the home.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

Where topical medication is to be administered 'as required' clear directions should be given to staff as to what signs or symptoms would trigger application.

National Care Standards for care homes for older people, standard 15: Medication.

This recommendation was made on 30 December 2015.

Action taken on previous recommendation

We found clear directions were now available to staff. This has been met.

Recommendation 2

All staff should receive training appropriate to their role; specifically, in this case, activities co-ordinators.

National Care Standards for care homes for older people, standard 5: Management and staffing arrangements.

This recommendation was made on 30 December 2015.

Action taken on previous recommendation

We found activity co-ordinators had received training appropriate to their role including dementia skilled level, exercise in strength and balance delivered by the falls team and Namaste. We consider this met however we

have advised the management team additional training would be beneficial to co-ordinators to improve the delivery of activities to residents on their dementia journey.

Recommendation 3

The service provider should review the procedure in place for cleaning/maintaining residents' chairs and equipment to ensure they meet with infection control standards.

National Care Standards, Care Homes for Older People, Standard 4, Your Environment and Standard 5, Management and Staffing Arrangements

This recommendation was made on 17 November 2015.

Action taken on previous recommendation

There was a cleaning schedule in place to ensure all chairs and equipment were regularly cleaned and maintained. The manager carried out daily walkabouts and checked the cleanliness of chairs and equipment. If any were found not to be up to standard they would not be used. This recommendation has been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
17 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Dec 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

Date	Type	Gradings	
24 Sep 2014	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good 3 - Adequate Not assessed
30 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 2 - Weak 3 - Adequate
14 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory 4 - Good 1 - Unsatisfactory 1 - Unsatisfactory
17 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 5 - Very good
13 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
31 Jan 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
6 Sep 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate Not assessed
5 May 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good Not assessed

Date	Type	Gradings	
3 Nov 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate Not assessed Not assessed
31 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate Not assessed Not assessed
16 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
31 Dec 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
16 Jan 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good Not assessed 4 - Good
30 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 4 - Good

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