

Bethesda Care Home Care Home Service

Springfield Road
Stornoway
HS1 2PS

Telephone: 01851 706222

Type of inspection:

Unannounced

Completed on:

6 December 2018

Service provided by:

Bethesda Care Home and Hospice, a
Scottish Charitable Incorporated
Organisation

Service provider number:

SP2014012329

Service no:

CS2014328053

About the service

This service registered with the Care Inspectorate on 1 April 2011, although subsequently re-registered in 2014 when the provider body legally changed to become a Scottish Charitable Incorporated Organisation (SCIO).

Bethesda Care Home provides nursing care for 30 older people. Nine places in the service, all located on the upper floor of the building are used to provide respite care. Referrals for respite care are made through the local authority who have contracted with Bethesda Care Home to provide this service.

Bethesda is located in a residential area in Stornoway. The spacious accommodation is located over two floors with the upper floor being accessed by either stairs or a lift. All the bedrooms are en suite. There are a number of communal sitting areas in the home, a dining room and a pleasant garden with seating areas to be enjoyed in good weather.

Bethesda's philosophy of care is " to provide care based on models of good practice, provide a homely atmosphere which generates a sense of belonging within which it will be easy for the individual to adjust to new surroundings, encourage maximum independence through appropriate innovative programmes of rehabilitation.

The premises, management and staff are shared with a four bedded hospice located in a separate wing of the building.

What people told us

During the inspection we were able to obtain the views of people living in the care home on both a permanent basis and for respite purposes. Similarly we had an opportunity to hear from relatives whose loved ones were receiving care and support in Bethesda.

These views were obtained by speaking with people, and also from questionnaires which were submitted to us before the inspection. People told us that they were very happy with the care and support provided in the service.

"I am very happy with the care and interest evidenced in Bethesda. The staff are splendid, helpful and concerned and the overall management are excellent and highly motivated".

"My relative is respected and well cared for in all aspects of her life in Bethesda".

"Bethesda is an excellent care home and the standard of care my relative receives is exceptional".

"Most of the time there appears to be enough staff on duty. There have been occasions when a member of staff had been difficult to find. It appeared that a lot of the staff are very busy with the patients upstairs. We have never been asked to ideas or feedback, but the staff are always very quick to respond and address any issues or problems that I may have".

"First Class Service".

"All Bethesda staff are shining examples of care in our community and should be praised for their dedication to all their residents. Always friendly and helpful and amazing care always shown to my relative.

"We are very happy about the care given to our relative. We are kept informed of any changes in her condition, and we find the staff kind and courteous".

"Very clean environment, staff are always courteous and friendly and helpful. My relative always looks clean and tidy -if awake during the night a member of staff sits with them to have a cup of tea, which I think is wonderful".

"This place is outstanding ..I feel safe and reassured around them. They speak to my relative with kindness, gentleness and treat both her and the whole family with kindness and compassion...what I see here is beyond compassion, beyond care and beyond respect".

"very nice, absolutely hunky dory, ten out of ten".

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?	5 - Very 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?	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?

5 - Very Good

We evaluated how well people's well being was supported and concluded that there were a number of important strengths evident in this service which made a significant difference to people living in the home.

People should experience compassion, dignity and respect. We observed staff to consistently support people in a warm, respectful manner. Individual dignity was being respected, and feedback from relatives demonstrated that this was consistently so.

Staff had got to know individual needs and preferences, and this was reflected in the manner of interactions and the conversations initiated.

People should get the most out of life. We saw that individuals were being supported to retain previous lifestyles, in particular for many of the residents the opportunity to live in a service operated with a Christian ethos was very important.

It was apparent that people were being supported to maintain their standards in terms of dress and grooming. The hairdresser was in the service and people were enjoying the opportunity for a new hairstyle so that people looked their best .

We saw that a range of in house activities do take place, and where we saw this happening we observed that it made quite a difference to people's experience that day. We also saw that there was a positive emphasis on celebrating special days, planning entertainments and including the wider community, particularly local schoolchildren into the home. We saw however, that there could be extended times when the opportunities for stimulation in the lounges was restricted because staff were busy providing direct care. This was particularly apparent in the respite unit, as we did not see that any planned activities taking place within that area, although was of relevance throughout the home. We have therefore continued with the area of improvement that had been made at the previous inspection.

(See area of improvement).

People's health should benefit from their care and support. We looked at how staff worked to promote individual health, and welfare. Staff clearly had a good understanding of each individual's prescribed medication, and we were satisfied that appropriate systems were in place to administer and evaluate this aspect of care. We saw, however, that further improvement was required in how they ensured that topical medicines (for example, prescribed creams or lotions) were recorded. This would be so that staff were clear about what was prescribed and in what circumstances these were to be used. Records should be maintained of what has been applied. We discussed this at feedback, as an area to be further developed.

We observed a number of factors in the home that we concluded was making a positive difference to people's health and wellbeing. There was a pleasant calm atmosphere, and staff were responsive to care needs. Individual personal care needs were being supported in a discreet and respectful manner. We observed some good practice in terms of promoting and encouraging individual independence. Individuals were encouraged to be "up and about" and for people for whom this was no longer possible we observed a very high degree of care being taken to ensure comfort. People told us that they enjoyed the food, and the dining experience was well organised both for people who ate in the dining room, and for those who needed support in their own rooms. We observed the care home to be spotlessly clean, and saw that very good standards in terms of infection control were consistently upheld.

We observed that the service has very good arrangements in place to support people with key areas of support. We could see that this meant that individuals had very good care and that important areas such as nutrition, skin care and health conditions were being regularly monitored, to achieve the best possible outcome for the person. External support, from allied health professionals, or doctors, was being requested as and when this was required and we observed that there was a vigilance to following up, and assessing, any changes noted.

We therefore concluded that the service was supporting people's health and wellbeing to a very good standard, and were making a positive difference to maintaining, or where possible, improving health and wellbeing.

Areas for improvement

1. The provider should ensure that effective arrangements are in place to meet all service users' social and recreational needs in a manner that promotes choice and independence.

This is in accordance with Health and Social Care Standards :

**I can maintain and develop my interests, activities and what matters to me in the way that I like.
(HSCS 2.22)**

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?

5 - Very Good

We evaluated that assessment and care planning was reflective of individual support needs and preferences. It was clear that care plans were being regularly evaluated and that assessment tools were being used to inform significant areas of care. Good records were being maintained to document key events in the individual's day. Handover practice evidenced that staff were being informed and updated about changes to need. Shifts were being professionally led by nurses who directed and monitored the care provision.

We saw that comprehensive assessments of need were being carried out in relation to admissions. This meant that skilled nursing staff were ensuring that all the correct supports were in place from the outset with regard to priority areas of care for each person. We concluded that this made a significant difference to individual health and wellbeing, particularly when people were newly admitted and had very high support needs.

We concluded that the service could develop record keeping, ensuring that the terminology in use remains in keeping with up to date best practice, and that all aspects of care provided, such as oral care, were properly documented. We have not, however, made these a formal area of improvement because we have confidence that this service will monitor these issues.

Therefore, our conclusions were that staff demonstrated responsive assessment of needs, which coupled with a good standard of written care planning, supported staff to provide the care and support that each person needed.

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

Personal plans should be reviewed at least every six months. The review should, where possible, be inclusive of the person, or where appropriate, their representative. A record should be maintained of these discussions highlighting any actions to be taken forward and by whom.

This is in accordance with : Health and Social Care Standards

My Care plan meets my needs and is right for me (HSCS 1.19)

My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions (HSCS2.11)

This area for improvement was made on 15 December 2017.

Action taken since then

The service has developed a review planner which the management and senior staff team are to use to ensure that reviews are held in accordance with the timelines set out in the legislation .

They are to develop how they use this planner so that it remains a current document that will help them keep this up to date. However, the main thrust of this area of improvement was in connection with ensuring that the review was a consultative process including the person, or where appropriate, their representatives. We had also recommended that a record of this consultation be consistently maintained, which should then inform any future actions to be taken. We were satisfied that these points have been taken forward, and although we observed a variation in the detail of review minutes we were satisfied that as an area for development this would be monitored as part of their internal quality assurance processes.

Previous area for improvement 2

The provider should ensure that effective arrangements are in place to meet all service users' social and recreational needs in a manner that promotes choice and independence.

This is in accordance with Health and Social Care Standards :

I can maintain and develop my interests, activities and what matters to me in the way that I like . (HSCS2.22)

This area for improvement was made on 15 December 2017.

Action taken since then

We saw that there were a range of interesting activities taking place regularly in the care home which was positive and which we have reflected in our grading. However, we concluded that there was still work to be done so as to enhance the opportunities for meaningful activities for both permanent and respite residents. We observed that within the respite unit opportunities for planned activities were limited. We saw what a difference an enjoyable activity made to people's experience, and concluded that the scope, and frequency of

activity should be developed. This should be inclusive of individuals for whom group activities are either not suitable, or not their preference .

We will therefore continue with this area of improvement into this report.

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

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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