

# Randolph Hill Nursing Home Care Home Service

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Type of inspection: Unannounced  
Inspection completed on: 7 August 2017

**Service provided by:**  
Randolph Hill Care Homes Ltd

**Service provider number:**  
SP2003002451

**Care service number:**  
CS2003011601

## About the service

Randolph Hill Care Home is owned by Randolph Hill Group. The home is part of a group of five care homes. The service is registered for 60 older people. The service was purpose built in July 2006. There are six separate units incorporating facilities for ten residents. Facilities include separate dining room, lounge and conservatory for communal use. Each person has a single room with en-suite facilities. The home also has well maintained external gardens with seated areas.

The service aims to provide high quality nursing and social care for older people in a safe and flexible manner, encouraging choice, independence and reasonable risk taking. The home can accommodate up to five residents who require respite care. The people who use this service prefer to be known as residents; therefore the term resident will be used throughout this report.

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.scswis.com](http://www.scswis.com). This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The environment is well maintained with a homely and welcoming appearance throughout.

## What people told us

People who used the service and relatives who returned care standards questionnaires told us that they were positive with the service provided as were the relatives and residents we spoke with as part of the inspection. They confirmed that they were happy with the service.

Residents' comments included:

"The staff are good, they look after me."

"I like my carers and the garden."

"Quality of service is excellent. Staff are well trained, have great patience and have made this a real home."

"I like living in this house, and I like the staff that visit and help me."

Staff were praised both by relatives and people living in the home about how they conducted themselves particularly regarding acknowledging everybody that they came into contact with.

## Self assessment

This year care services are not required to complete a self assessment form telling us how their service is performing. We discussed the service's 2017 plans for future delivery with the management team and how this could be more dynamic with greater involvement with service users.

## 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

## What the service does well

People we spoke with told us staff always treated them with respect. We observed interactions among staff and between staff and residents to be very positive. There is a culture of effective team work which assisted these positive interactions. Choices were recorded within personal care plans; ensuring residents had as much control over their life as possible. Assessments gave clear information about up-to-date health and support needs such as mobility, medication and any hearing/visual impairment. We observed staff continuously offering choices and residents complimented enthusiastically on their experiences of accessing wide varieties of activities.

Relatives and residents interviewed all said that there were always opportunities to share their views. This included formal opportunities on the quality of the service at six monthly reviews. Review minutes sampled were positive with residents happy with their service. We were pleased to see the majority of care plans were signed by residents. This meant the plan had been discussed and agreed by individuals. Staff consistently detailed likes, dislikes and preferences and how care and support is individualised to meet identified needs.

Residents and relatives told us that they had confidence that staff had the knowledge to support them well and we saw staff communicate sensitively. The management team has put in place quality assurance measures to ensure staff practice remains very good, and records evidenced that competency was continually assessed. All staff we spoke with told us they felt confident to work in the home as they felt well supported by the management team. Staff told us of opportunities to assume more responsibility and progress in the service which made them feel valued. Innovative ideas to continue to improve are documented in the service plan for 2017 which measures all key aspects.

## What the service could do better

We discussed the benefit of making improvements to the ways in which outcomes were recorded. We acknowledged that the service celebrated achievements using, for example, newsletters, particularly with the wide variety of activities on offer daily.

While we witnessed an abundance of positive outcomes being achieved, records held could be developed further to capture this very good practice. We concluded that there was a need for staff teams to prioritise recordings of these positive outcomes and suggested that more effective use of the review process could help this process. (See recommendation 1).

We discussed with the management that there was room to improve residents' and relatives' participation within their quality assurance methods. (See recommendation 2).

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. Review minutes should be clearer in how they capture outcomes, this is to support future support planning.

In order to do this; Staff involved in the support of each person should be actively involved in helping residents preparing for reviews. Staff should support residents to discuss what outcomes they had achieved and what outcomes they still wished to work towards. National Care Standards 11 Expressing your views.

2. The service should explore greater input when involving relatives and residents in their quality assurance systems and processes. This is to effectively review all aspects of the service plan. Where areas are identified as needing improvement appropriate action plans should be put in place and progress towards meeting the actions required should be shared with all relevant participants. National Care Standards -Standard 5- Management and Staffing Arrangements, Standard 8: Making choices and Standard 14: Keeping well - healthcare.

## 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).

## Inspection and grading history

Date	Type	Gradings
27 Sep 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 6 - Excellent
14 Sep 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 6 - Excellent
11 Nov 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
3 Dec 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
5 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
7 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
9 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
25 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
1 Feb 2010	Announced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 4 - Good Not assessed
9 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
8 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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