

# Holmesview Care Home Service

2 Holmes Road  
Broxburn  
EH52 5JZ

Telephone: 01506 859 660

Type of inspection: Unannounced  
Inspection completed on: 23 December 2016

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

**Service provider number:**  
SP2003002451

**Care service number:**  
CS2010270153

## About the service

The inspection focused on standards of care for people living with dementia. We are using a sample of 150 care home services to look in detail at the standards of care for people living with dementia and this service is one of those selected as part of the sample.

The areas looked at were informed by the Scottish Government's Promoting Excellence: A framework for health and social care staff working with people with dementia and their carers and the associated dementia standards. It is our intention to publish a national report on some of these standards during 2017.

## What people told us

For this inspection we received 34 completed questionnaires from residents and relatives. We also spoke with ten residents and two visitors during our visits.

The returned questionnaires were very positive in their opinion of the service, staff and management. All the residents and the visitors we spoke with were extremely happy with the staff, the activities and food choices. They said they felt well cared for and feedback from relatives indicated they were confident their loved one was safe and well looked after.

An inspection volunteer assisted with this inspection and spoke with residents and relatives. The comments to the inspectors, the inspection volunteer and from the Care Standard questionnaires included;

"I have company here which I enjoy"

"The food is excellent. You get a good choice"

"My room is nice and very clean. The domestics do a good job"

"We have lots of activities going on. We go out in the mini bus or just to the local hairdressers"

"Staff are very good at asking what your preferences are and they do their best to accommodate you"

"The staff are very good at what they do and a lot of fun"

"Extremely nice people who look after us. There's always lots of laughter as well as very good care"

"The staff keep the family well informed. There is very good communication"

"The quality of care is very good here. I have no complaints"

"My relative has been so relaxed about being in this care home. She never asks to go home, she considers this as her home now"

"Any small suggestions are carried out and the staff and manager are always willing to listen and act on any queries"

"If I need to call on staff through the night they always come very quickly"

"I have problems with my sight but the staff always make sure I have everything I need to hand. They look after us so well"

"When we were deciding on a place for my relative we chose Holmesview as there was lots of information available, written and verbal and it was very welcoming, it just seemed very homely, with friendly, helpful staff"

"We received a very warm welcome when our relative came here. Since living here our relative has settled in well and we see how kind, caring and knowledgeable the staff are"

"There are lots of people that organise activities. We are never short of things to do. You can choose to take part if you wish. We have our own mini bus and go out about three times a week"

## Self assessment

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	5 - Very Good
<b>Quality of staffing</b>	5 - Very Good
<b>Quality of management and leadership</b>	5 - Very Good

## Quality of care and support

### Findings from the inspection

We found the service to be performing at a very good level for care and support. We looked at a sample of care plans and saw that they were well laid out identifying areas for support and desired outcomes for the resident. The care plan information was reviewed regularly and any changes updated. Changes that were agreed and documented within the care plan were signed by the staff member and resident or their representative.

Staff were knowledgeable about the support required for residents and demonstrated their knowledge of the importance of delivering personalised care and support and, acknowledging personal outcomes for residents. Residents were very positive about the support they received commenting upon the kindness shown to them by staff and how their individual needs were being met. We observed that whenever a resident required attention staff attended quickly and dealt with the situation professionally and with care and attention.

We observed at a lunchtime in one unit and saw that the dining rooms were small but afforded good space for the number of residents present to sit at tables unobstructed. The atmosphere was relaxed and calm with good information provided to residents on the menu and alternative options. Residents told us they enjoyed the meals and that they were offered a good range of choices or alternatives.

We heard how staff had received training in dementia and how this helps them to understand the condition and recognise and manage stress and distress situations. This enabled residents to be cared for and supported in a way which met their individual needs.

The service liaised with health care professionals as and when needed for each resident. This was documented within the support plan and relevant people in the residents life informed.

Residents were very positive about the support they received commenting upon the kindness shown to them by staff and how their individual needs were being met.

We looked at medication records and found them to be managed well. We saw that in general handwritten entries were being signed by two members of staff however there were occasions when this had been missed. The manager should ensure that any omissions are identified within the audit processes and actions taken.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

To ensure that people who use care services are protected within their environment and high standards of practice are promoted nursing and care staff need to be registered with either the Nursing and Midwifery Council (NMC) or the Scottish Social Services Council (SSSC). The service had records of checks carried out to ensure that all staff had valid and up to date registration with the NMC or SSSC.

The atmosphere within the care home was warm friendly and welcoming. Staff checked identification upon entering the home ensuring no person was in the care home unknown. At this inspection there was some upgrading work being carried out but it was well organised and minimal disruption to residents.

We looked around the care home and found that the bathrooms were of a good size and had equipment required within them, however they could be improved upon by introducing more personalised items such as pictures and less notices. Should information for staff be required this should be displayed discreetly.

The care home was found to be clean, well maintained without any malodours. Housekeeping staff maintained cleanliness throughout the home and had a good system for cleaning and deep cleaning.

We used The Kings Fund environmental assessment tool to evaluate if the care home was dementia friendly. We found that the home was very good at promoting meaningful and purposeful activity and residents' wellbeing. The service employs four activity co-ordinators and offer activities throughout the day, evening and weekends.

The facilities available encouraged eating and drinking and promoted mobility. We saw that the signage within the home helped with orientation, guiding residents, and directed them to toilets and bathrooms which helped to promote continence and personal care. Lounges and dining areas were small but offered adequate space for the number of residents in each unit.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

### Findings from the inspection

We found that the service was performing at a very good level for quality for staffing. Looking at staff files, we saw that there were good safe recruitment procedures, checks with regulatory bodies and induction processes.

We observed staff in the course of their work, spoke individually with staff and looked at how staff were kept up to date with current best practice and spoke to people who use the service.

We concluded that staff demonstrated a good level of knowledge regarding the care and support needs of residents; they were motivated to provide good standards of care and had a professional and caring approach. We heard very good comments from residents and relatives about the staff. They found them to be kind, caring, knowledgeable and approachable.

There was a range of policies and procedures in place to guide staff and promote professional practice. Staff received a range of training which informed their practice and enabled them to meet individual needs of residents. Dementia training was available to staff and when we spoke to staff, they demonstrated a good knowledge of stress and distress situations and how these could be managed and the resident supported in stressful situations.

There was a comprehensive induction programme in place for all new staff. A member of staff told us how this made them feel supported and gave them confidence in their new role. Staff described a culture which reflected good values. We observed staff interacting positively with service users and being responsive to individual needs.

There was good day-to-day supervision of staff and formal recorded staff supervision was completed regularly. This helps to make sure that staff have the support they need and the chance to discuss any problems or guidance they might need. The manager should consider introducing SSSC information within supervision sessions to ensure staff are supported with their SSSC registration and any conditions in terms of qualifications they need to obtain to ensure continued registration. Staff told us they have the opportunity to attend regular staff/team meetings and felt there was a high level of morale and team working within the care home.

There was clear leadership in the home with staff fully aware of the high standards that the management team expected of them. This was reflected in their professional conduct and positive attitude to their work. The manager was committed to ensuring monitoring of staff practice is on going.

People told us staff listened to what was said and attended to their needs in a kind and supportive way. Staff spoken with told us they had a strong team and felt confident in the manager and deputy manager and the support they gave.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

In reviewing quality of management and leadership we found that the service had a number of quality assurance systems in place which supported the maintenance of a good quality service by involving residents, relatives and staff in assessing and improving the quality of management and leadership of the service. We looked at a sample of audits and found that the management team had a very good overview ensuring good outcomes for the residents based on the actions they carried out.

The management had an 'open door' approach and relationships within the home enabled residents and families to share their opinions and feel able to comment on the quality of the service. Residents and relatives we met were confident that the service would or had responded to concerns or comments. A number of people commented that the manager listens to them and acts where necessary. Residents and staff we spoke with said the manager and deputy manager were approachable and supportive.

The management team had built positive relationships with staff and supported them in training and development. Staff were equally positive about working for the company and felt well supported by the management team.

We saw that continued improvement remained high on the service agenda and there was a genuine commitment to improvement. These actions help ensure standards are being maintained, improved where necessary and residents receive the care and attention they need.

There is genuine desire to improve the quality of life for people living here and their families. Our observations confirmed individualised care practice is embedded in the day-to-day activities of staff. All staff continue to demonstrate their personal knowledge, experience and skill regarding the way people living here wanted to be cared for and what their support needs were. The management team and staff demonstrated a commitment to ensuring standards are maintained and improving the quality of life for people living here with the result, people residing in Holmesview remain highly satisfied.

## 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

There are no outstanding recommendations.

## 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).

## Enforcement

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

## Inspection and grading history

Date	Type	Gradings	
23 Mar 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
16 Dec 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Feb 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
30 Jan 2013	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
8 Nov 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
6 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
26 Aug 2011	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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