

Muirfield Nursing Home Care Home Service

Hall Crescent
Gullane
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Telephone: 01620 842 116

Type of inspection:
Unannounced

Completed on:
17 September 2024

Service provided by:
Randolph Hill Nursing Homes
(Scotland) Ltd

Service provider number:
SP2003002451

Service no:
CS2008176136

About the service

The service is a care home providing care and support for up to 60 older people, located in Gullane, East Lothian. There were 58 people experiencing care with the service during the inspection. Accommodation is provided on four floors in single bedrooms, each with an en suite shower room. Lounge and dining areas are available on each floor. There is a hair salon, spacious activity room and an enclosed garden to the rear. The care home was registered with the Care Inspectorate on 8 September 2008 and is managed by Randolph Hill Nursing Homes (Scotland) Ltd.

About the inspection

This was an unannounced inspection which took place on 11 and 12 September 2024. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, information submitted by the service and intelligence gathered.

We evaluated how well people's health and wellbeing was supported and their personal plans, the setting, as well as the quality of staffing and management.

To inform our evaluation we:

- spoke with 16 service users and eight relatives
- spoke with 13 staff and three managers
- spoke with six professionals working with the service
- observed daily life at the service
- observed how well care staff supported people
- considered the cleanliness and quality of the physical environment
- reviewed documents and electronic records.

Key messages

- People were very satisfied with the quality of the care and support received.
- Staff interacted warmly and respectfully with people.
- Mealtimes were well staffed and decent quality meals were available for people.
- The environment was clean, tidy and homely.
- Managers were accessible and responsive to people experiencing care, relatives and staff.
- Staff were well supported and supervised.
- People's personal plans were thorough and up to date.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had an effective and well completed self-evaluation that was reflective of our findings.

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?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
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 the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

Staff interacted warmly and respectfully with people and knew their history, routines and preferences. Very few people were in bed and those that were had clinical reasons to do so. There were some people in their rooms but were choosing to have privacy rather than feeling isolated. Staff would assist people who were anxious in a caring and calming way. When assisting people to move, staff interacted supportively and with encouragement. This meant people could build trusting relationships at the service.

People experiencing care told us "I am very happy here and made lots of friends," "staff are very friendly and very helpful" and "they promote my independence."

Relatives said "I find them friendly and family orientated," "Mum was in another care home before moving and there is a massive difference" and "it is a lovely home, they are looking after him very well."

The staff actively encouraged people to engage in meaningful activities. Staff were spending one-to-one time with people to chat or undertake an activity, this is especially important for people who spend a lot of time in their rooms, have advanced dementia or receive few visitors. There were gentle exercises in the morning to assist people's flexibility and mobility. The service was engaged with the local community by having a visiting church service, visiting entertainers as well as outings using their minibus. This kept people stimulated, engaged with interests and connected to the community.

People mentioned "there are art classes which are good and I have baking classes which I thoroughly enjoy, there is something on every day," "there are lots of singers and entertainers and usually two or three bus trips a week and we had a themed Western night recently too" and "I think the activities programme is wonderful, this has enhanced my Dad's life."

Mealtimes were well staffed and people were not kept waiting for their meals or being rushed. Good quality meals were available for people. Support with eating and drinking was undertaken in a dignified way. People were being asked what they wanted to eat and menus were displayed for people. There was a varied range of drinks and snacks which were accessible to people. The service was providing individual food and drink fortification for people who needed to put on weight.

Medication administration was well organised with regular audits and appropriate training for staff. This ensured that people experienced safe and effective medication.

Health issues of people experiencing care were being well monitored. People were supported and cared for sensitively by staff who anticipated issues and responded to any signs of deterioration in their health and wellbeing.

How good is our leadership?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the leadership and quality assurance.

People we spoke to considered that management were accessible and responsive. If there were any concerns regarding people's health and wellbeing, relatives were communicated with quickly. Any incidents were reported thoroughly with actions on improvements where needed. Regular quality audits were taking place, such as medication, dining experience and the environment. The service sought feedback from people experiencing support and their relatives through group meetings and satisfaction surveys. A regular newsletter and social media were also used to communicate with people. The service had an effective and well completed self-evaluation of key areas that was reflective of our findings. This ensured that there was a culture of continuous improvement for people experiencing support.

Relatives said "they keep me regularly informed if there is anything at all," "I can phone any time and can discuss Dad's care with them" and "I think the medical team are very good."

How good is our staff team? **5 - Very Good**

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the staff training and support.

Staff recruitment processes were thorough. Staff reported good informal support available from their managers. Regular face-to-face supervision sessions and regular team meetings were held to assist communicating effectively with staff. There were formal managerial observations of staff competence taking place for different practice areas. This ensured people experienced high quality care and support based on relevant guidance and best practice.

Staffing arrangements worked well with little agency staff being used, therefore care and support was consistent and stable. We observed that staff worked together well, in a positive and calm manner. This ensured people benefited from a warm atmosphere because there are good working relationships.

People experiencing support said "staff are very nice caring," "very bright and kind carers" and "very helpful and responsive to requests, they do the very best they can."

Relatives commented "staff are hugely kind and caring," "they are looking after him very well" and "the staff are so lovely, they are very friendly and want to get to know you."

How good is our setting? **5 - Very Good**

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the quality of the physical environment and cleanliness.

The setting was well-designed and fit for purpose. People's bedrooms and communal areas were clean and tidy, though retained a welcoming and homely setting. The furnishings and equipment were in good condition. People's rooms were comfortable with personal decoration. There was an enclosed well-maintained garden with colourful flower beds, plenty of seating and accessible paths which was easily accessed from the activities room. The garden and activities room were being well-used by people.

Equipment used to assist people to move was in good condition. There were arrangements in operation for maintenance of the premises and the equipment to ensure residents are safe. This ensured people experienced an environment that has been adapted, equipped and furnished to meet their needs and wishes. Staff were seen to wear, use and dispose of personal protective equipment such as gloves and aprons in line with guidance. The cleaning products for the toilets, baths and showers were effective against

Covid-19 as advised in national guidance.

People told us "it is clean and has a nice atmosphere about it," "the place is always very tidy and welcoming when you go in" and "it has a lovely garden, so far I am very happy with everything."

How well is our care and support planned?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with personal planning.

People's personal plans detailed each area of care, for example, mobility, and had personalised information regarding how best to support someone. People experiencing care and their families were meaningfully involved in developing personal plans, their choices and preferences being well recorded. Updates were recorded promptly as were any changes in actions needed. Personal plans were being regularly audited by managers for consistency and quality. Six monthly reviews (as required by legislation) were taking place with people experiencing care and their relatives. This ensured that personal plans remained right for people and that everyone had the opportunity for their views to be heard.

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

The service must ensure that supported people experience safe and effective medicine administration and management in a manner that protects the health and wellbeing of service users.

In order to achieve this:

- a) Medication needs to be administered in a timely manner.
- b) All staff involved in medication administration to follow policy and best practice regarding medication administration recording.
- c) Regular auditing of medication administration to continue to be undertaken which needs to include actions taken when medication errors occur.

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

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This area for improvement was made on 6 September 2023.

Action taken since then

Medication administered in the morning could be lengthy and was finishing late morning in some areas of the care home. We were concerned regarding how this delay could cause issues with the safety and effectiveness of people's medications. The manager took positive action during the inspection to resolve this by changing the time of the care home's daily meeting and reducing potential interruptions for staff while administering medications. Medications administered in the morning are being reviewed to see if some could be safely changed to another time of day and therefore reduce the length of time in the morning.

Medication administration recording was of good quality. There were regular audits by managers and the community pharmacy which were satisfactory. Appropriate training for staff had been completed. Progress was clear and therefore this improvement has been met.

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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