

Hawkhill House Nursing Home Care Home Service

234 North Deeside Road
Milltimber
AB13 0DQ

Telephone: 01244 735400

Type of inspection: Unannounced
Inspection completed on: 8 August 2017

Service provided by:
Caring Homes (TFP) Group Ltd

Service provider number:
SP2015012608

Care service number:
CS2015342220

About the service

Hawkhill House Nursing Home is a care home service situated in Milltimber, a residential area on the western periphery of Aberdeen. It is surrounded by well established gardens.

The service is registered to provide a care service for up to 41 older people. Nursing care is provided. There were 40 people resident at the time of our inspection.

The service states in their commitment to care: "We strive to enable our residents to continue living full and active lives, providing personalised care and support as and when it's required".

This service has been registered with the Care Inspectorate since 29 August 2016.

What people told us

We sent 13 Care Standards Questionnaires (CSQs) to the manager for random distribution to residents, 18 for families, and 13 for staff. We received 13 completed CSQs back from residents, six from families, and six from staff. Everyone indicated that, overall, they were happy or very happy with the quality of care they received at Hawkhill House Nursing Home. We spoke with residents and families, both formally and informally, during our inspection. We observed staff practice with people who could not tell us about their experience. We also gained views from the resident reviews. Comments from people included:

- "The quality of care and support from staff is excellent. Due to my family member's illness (dementia) it is not always possible for them to contribute due to confusion. Staff and management always encourage contribution."
- "They give my relative love. They are caring, gentle, and patient. They know how to care for them even though they are giving them the hardest time. They are gentle and respectful. They keep trying. There is a great continuity of staff. The new rota works well and they no longer rely on agency staff, which means my relative gets to know the staff and vice versa. I can't fault anything. They care about me too. They are honest with me. I can ask any of them anything. They work well as a team; the domestics, nurses, carers, manager."
- "The carers are good fun."
- "I am very satisfied with the care my mother is receiving. The staff are approachable and friendly. Nothing is too much trouble for them and they are very helpful. They keep me informed of any changes in my mum's health, medication, and wellbeing. My mum has settled in well and when we visit it's a pleasure to be there and when I go home I can have peace of mind knowing my mum is being well looked after."
- "The staff are always cheerful and kind."
- "We are happy with our relative's care. The staff are very good to her."
- "I am very happy. Really wonderful. The meals are not bad at all. Always something you fancy. The staff are very good. They have always got time for you. They never turn you away and are never nasty."
- "I am very happy in Hawkhill. Would like more walking practice. Really enjoyed the Country and Western night recently. Seeing the faces light up was quite great. Looking forward to more of those nights. I don't think I could find a better place. Supportive staff."

- "Fantastic here, absolutely no complaints, they're all lovely. They had us doing exercises this morning before you came."
- "It's fabulous here. Mum is doing so well."

Less positive comments included:

- "Generally happy with the carers who are kind and patient with our mum. However, the house is old and tired, lacks proper ventilation, is often hot, carpets are a bit musty, furniture old. Car parking is awkward and difficult."

We were advised by the provider that a refurbishment of the home was planned. See Quality of Environment for more information.

We concluded that people were very happy with the overall quality of the service provided at Hawkhill House Nursing Home.

Self assessment

We did not ask for a self assessment prior to this inspection. We examined the service's clinical management trending (CMT) information which ensured action plans were developed and completed following any audits or occurrences.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

We found the quality of care and support to be very good. Residents and families expressed a high level of satisfaction about the quality of care they received. We saw very good interactions between staff and residents which demonstrated that staff treated residents with respect and dignity. People could be reassured that the care and support provided was well organised and not hurried or rushed.

People were encouraged to have meaningful days, being involved in everyday activities, such as setting tables or folding linen as well as a wide range of planned activities. An enthusiastic and motivational activity organiser was in place. Staff encouraged people to be physically active where possible. The manager should ensure good physical activity is encouraged and enabled daily for every resident. Information is available on our HUB website about Making Every Movement Count and Making Every Moment Count. Staff could record more about how people spent their day generally to help inform assessments.

As we were told, residents "really enjoyed the Country and Western night recently. Seeing the faces light up was quite great. Looking forward to more of those nights". The manager agreed to improve the information and position of the activity noticeboards to encourage better involvement.

People could access staff easily who were very visible. Staff were very aware of people's individual likes and needs and were responsive to these. For example, staff knew one resident liked a particular food and made sure this was available should they not want the menu choices. Menus could provide larger print and photos to be more easily read and help improve people's appetite.

All staff had been trained in Living in My World dementia care. They were seen to carry out dementia care to a very good standard. We saw staff supporting people in a gentle, caring, and respectful manner which helped to prevent people experiencing stress or distress. This also provided reassurance to families that their loved ones were being warmly and professionally cared for. We saw staff encouraging and enabling residents to interact with each. We saw, and people told us, that staff interacted well with residents, families, and other staff. This ensured a positive atmosphere in the home and contributed to people's wellbeing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The quality of the environment was good. There was an appropriate range of communal areas, such as lounges, conservatory, and dining room. Some signage helped people to find their way around. More directional signage had been ordered to help improve orientation.

The provider was planning a refurbishment of the home. Some architectural plans had been shared with interested families. No further information was available at this inspection but the management were aware to keep everyone informed as plans progressed.

Residents' bedrooms were all personalised and had en suite toilet and showers. Large newly refurbished bath and shower rooms provided spacious facilities for people who may need or want these. Further work was about to be done to complete the rooms, including window dressings to improve privacy; storage for gloves and aprons required at point of use to ensure proper hygiene practices; and some wall dressing to improve the ambience and homeliness in the rooms.

Some positive changes to the environment had been made in response to suggestions from families, including the secure entrance doorway. The sun room had been developed into a relaxing sensory environment following a suggestion from families. Various pieces of equipment, such as specialist lamps, sofas where people could sit next to others, and water features provided a very relaxing room. People told us the room was very much

enjoyed by residents and their families. The furniture in this room could be improved to enhance residents' comfort and enjoyment, such as having a choice of appropriate height and upholstered seating and better coordination.

Bedroom doors were all painted different colours chosen by residents. This is very good practice as it helps people to identify their own rooms and have a good sense of belonging and ownership. A kitchenette had been developed on the upper floor for residents and families to be able to make beverages. Snack boxes were readily available for residents.

A very good repairs and maintenance system was in place to ensure people's safety at Hawkhill House Nursing Home. We saw prompt action taken to resolve an issue of safety on the open stairway. Prompt assessment was carried out by staff and measures taken to reduce the risks for people.

Staff should be mindful when placing equipment in the narrow hallways to ensure a free flow along the corridor. The manager agreed to consider narrower clean linen trolleys to provide better storage and ease of movement in the corridors when they were needed.

Some of the areas of the home were tired and worn, particularly the hallway carpets. Some areas of the home were not as well lit as others. It is known that good lighting help reduces falls. More handrails in the hallways would help people when they are walking around the home. Some areas of the woodwork on doors were badly chipped. High temperatures were experienced in some areas, especially the conservatory. We have made a recommendation **(see recommendation 1)**.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To improve the comfort, safety, and enjoyment of residents and their families, improvements to the environment should be made. The management should carry out an environmental audit and progress an action plan to carry out work needed. Areas of priority should include:

- replacing the flooring in the hallways
- improving the lighting in keeping with lux levels needed to meet best practice in dementia care
- installing more handrails in the hallways
- addressing the high temperatures and ventilation issues in the conservatory and any other areas.

National Care Standards, Care Homes for Older People - Standard 4: Your Environment.

Grade: 4 - good

Quality of staffing

Findings from the inspection

We found the quality of the staffing to be very good. Residents and families were pleased to have a consistent and stable staff group with no reliance on agency staff. This meant staff could get to know the residents and families and vice versa. Families told us this was very important to them to be able to build up positive relationships.

Staff undertook a wide range of training to support very good care practice. This was both face-to-face training as well as computer-based training. People could be reassured that staff used this knowledge well. Staff followed best practice in maintaining good hygiene. Proper moving and handling techniques ensured people's safety and retention of their abilities because staff encouraged people to do as much as possible for themselves. We saw that staff supported a very positive dining experience for people. The lunch time was well organised, unhurried, calm, and demonstrated people being cared for with dignity and respect.

Staff were very positive about working at the home and described good teamworking. Staff had a sense of ownership in the work they carried out, aiming to provide good quality care and support. They had a sense of pride and trying hard to provide a high quality service. A strong teamworking ethos was in place which ensured a high level of consistent care to people. Staff were clearly aware to report any concerns. This helps to ensure people are protected from harm and abuse.

Staff told us they felt they are valued by the organisation and, in particular, the manager of the service. The provider have long service awards, recognition awards, and the home has a carer of the month. Staff reported this to be motivational. Staff have also been nominated for national awards.

Examination of the staff files demonstrated that safe recruitment practices were used to employ new staff in the home. Staff were properly registered with appropriate staff regulatory bodies, such as the Nursing and Midwifery Council (NMC) or the Scottish Social Services Council (SSSC).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

We found the quality of the management of the service to be very good. People expressed a high level of satisfaction and confidence in the management at Hawkhill House Nursing Home.

Residents and families were very reassured by the prompt response from the manager, management, and staff in the home. Very regular resident and relative meetings enable very good involvement in the service, helping to analyse what is going well and what plans, risks, training, and health and safety issues need to be addressed.

Staff spoke highly about the management and leadership in the home. They felt well supported, encouraged, and motivated by the management. The manager was using good leadership skills to support the team to make changes to the rota in response to staff sickness so that residents could experience consistency and continuity. Senior managers from the organisation were visible regularly in the home. This gave residents and families many opportunities to consult with them if needed.

There were very good systems in place to support the management, including the Clinical Management Trending (CMT) system used by the provider. A wide range of audits were undertaken to assess the quality of care, support, practice, and the environment. These informed the action plans carried out to make improvements and good outcomes for people. We liked, for example, that a dining experience audit led to medication no longer being given out during the meal times, improving dignity for people and senior staff oversight of the mealtime.

The home used a monitored dosage medication administration system. This is not in keeping with current best practice. The management was aware of the direction of travel in medication management to administer medication from original packaging which is considered current best practice.

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

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

This service does not have any prior inspection history or grades.

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