

Hawkhill House Nursing Home Care Home Service

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Milltimber
AB13 0DQ

Telephone: 01224 735400

Type of inspection:

Unannounced

Completed on:

16 January 2019

Service provided by:

Caring Homes (TFP) Group Ltd

Service provider number:

SP2015012608

Service no:

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 39 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

The views of people have greatly informed our inspection. We sent 12 Care Standards Questionnaires (CSQs) to the manager for random distribution to residents, 12 for families, and 12 for staff. We received three completed CSQs back from residents, six from families, and three 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, families, and visiting professionals, both formally and informally, during our inspection. We used the Short Observational Framework for Inspection (SOFI2) which helps us to capture the experience of people using the service who may not be able to tell us about their experience. We also gained views from the residents' reviews. Comments from people included:

- "The nursing and care staff are excellent. They seem to genuinely [enjoy] dad's company and they put up bravely with his occasional moods. He is keen to point out the excellence of the cook's soups."
- "The care my mother receives at Hawkhill is excellent, nothing is a bother for the staff. They are always willing to help. My mother is happy, always smiling. She does have her moments, like everyone else, but is very content. It gives our family peace of mind knowing she is well cared for. We all have a good relationship with the staff which is important for us."
- "There is excellent care here. There's great commitment from staff. I admire their work. They have helped me to recover from an illness."
- "I cannot rate the quality of the care highly enough. It's like my family here; they don't just care about my wife, they care for me too. It's the great consistency of the staff. My wife responds to all the different voices. The medical response is excellent and prompt. I'd give them five and a half starts out of five!"
- "It is so loving and caring here. There is so much warmth from all the staff. They are so kind and compassionate. They are all so respectful. There's nothing that's too much bother for them. They look after everyone so well. It's so reassuring for me to see how well *everyone* is cared for."
- "They are all so kind."
- "It's wonderful care here. We have lots to do."
- "It's very nice here. They're very good to everyone. They're all so lovely. The food is good. I'm looking forward to my tea. I've got no complaints."

- "The staff are so kind and caring to everyone. It makes all the difference. The food is very pleasant. It's always a happy place here."
- "I've been here a couple of years. They are all so gentle and lovely. I've never had a problem but would go to the nurses or the manager and am sure they would deal with any issues. The food is fine. I choose to take my meals in my room."
- "Good quality of care provided for our mother but the fabric of the building is old and needs upgrading. Driveway and parking areas poor - needs repairing as there are lumps, bumps, and potholes. Older wing area can be smelly! We have been reassured by senior management that ongoing refurbishment will continue for the home and its grounds. There had been a large amount of refurbishment since our last inspection. During our inspection the provider was upgrading more lights in the home and the grounds as part of their programme of planned refurbishment."

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

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 the service as performing at a very good level. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

Residents we spoke with were delighted with the genuine warmth and compassion they received and saw other people being given. We saw that residents and visitors responded positively to the warm and caring interactions

of the staff. Everyone was well respected by staff who always acknowledged people (residents, visitors, and other staff) and addressed residents by their names. These values are important because people who experience care have the right to be treated with dignity, respect, and compassion and have confidence in the people who provide their care and support.

All residents were very well presented. We saw that people who could no longer express their wishes had their previous preferences detailed in their care plans. We saw these were respected, such as to be wearing lipstick. Residents and families described the staff as having "great commitment".

Two visiting professionals told us: 'The continuity and consistency of the staff team, who work well together, makes this a very good home. There is always a sense of calm and control. The knowledge, patience, and understanding that the manager and staff have of each specific person provides good outcomes for people. Staff have a personal yet professional relationship with residents and their families. There is a strong commitment from the whole team. The management skills are excellent and the manager has a great awareness of making effective use of other professionals to benefit residents".

We saw a well advertised and wide-ranging activity program, lead by two activity coordinators. Residents told us they enjoyed both individual and group activities which met their physical, social, wellbeing, and artistic needs and interests. The home encouraged people to participate in 'OOMPH' physical movement activities. There had been a reduction in falls in the home as physical activity helps to build strength. We could see that some residents had formed new friendships with others, which they told us they enjoyed. We were pleased to see that the very informative regular newsletter did not only provide photos of people engaging in activities but explained all the benefits of the different activities. Being active ensured people were getting the most out of life and was important in maintaining their physical health and wellbeing.

Residents who were beginning to become distressed were provided with care in a dignified, kind, and professional manner by staff, which we saw immediately reduced and diffused the person's stress. These actions ensured a relaxed atmosphere where everyone could participate and enjoy the activities and their day. We believe this is as a result of having a consistent, large core group of stable staff. A fire exit had been disguised to look like a bookcase. This was highly effective in reducing one resident's anxiety and they had not attempted to leave the building alone since. This would be unsafe for them to do so.

All staff in the home have had dementia awareness training with many of them doing more in-depth training. A dementia ambassador in the home was a very good role model for staff to ensure residents had a good day. One family wrote that they were "impressed with the way this staff member handled their mother's agitation". Staff's knowledge, understanding, and great patience were used to great benefit of the residents and their families. A very good ongoing training program was in place for all staff to ensure they were kept up to date with best practice.

We found that management had an excellent overview of all residents and what was going on in the home. The management and nurses made highly effective use of their clinical management tools and held very regular clinical meetings to review individual residents' health and wellbeing needs. A wide range of staff 'champions' keenly promoted best practice with others to ensure all had a good understanding of how to meet residents' individual wellbeing needs.

We found staff to be very responsive to changing health needs. We saw that prompt action had been taken when there had been a change in people's wellbeing. This meant that they got the support and treatment they required quickly. This reassured families who could be confident their loved ones were having their health needs met promptly.

Residents could be confident that their wellbeing needs were supported by a safely recruited, trained, and competent staff team. We could see that the organisation were investing in their staff team which ensured the outcomes for residents could be good.

Refurbishment was ongoing in the home. Hallways had been greatly improved to provide good lighting and handrails. The cramped conservatory dining area was one of the next areas to be improved. We suggested the reuse of the King's Fund Environment Audit Tool to check different areas were providing the most positive environments to support people with dementia.

People could be reassured that Hawkhill House Nursing Home aimed to provide consistently good outcomes for residents and their loved ones.

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 the service as performing at a very good level. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

We found that there were very good, personalised care plans in place for each person. The care documentation was started prior to the person becoming resident in the home. This information included favourite foods and beverages. Residents told us that the home provided specific favourite foods and beverages for them, such as a favourite beer and a favourite wine for two of the residents to enjoy. Whilst we read a lot of generic good care practice in the care plans, the provider advised us that this was to ensure all care needs and risks were addressed. We saw that care plans were only written when a need was identified. Residents or their representatives were involved in regularly reviewing and updating the care plans. This ensures people are fully involved with how their care needs are met.

We found that the care plan information was very easy to access and was well organised. We saw that the wound care documentation was used well by staff to monitor residents' skin, for example. The organisation's Care Management Tool (CMT) used by the management was highly effective in ensuring that people at high risk,

in areas such as weight loss, were very closely monitored. This meant prompt action could be taken. The CMT also helped the management to monitor trends. The CMT had demonstrated a reduction in falls, for example.

All of this demonstrates that residents' personal plans were right for them. They set out how the residents' needs will be met, as well as their wishes and choices.

We noted that the care plan form only asked about facial hair removal for men. We suggested this could be developed to include women's or more general choices for beauty regimes or hair removal, such as facial, underarm, and leg hair removal. The management agreed to ensure this was addressed.

The different wings in the home had been given names since our last inspection. This gave a more homely feel to the service. Some of the documentation used by staff needed to be updated to these new names to help ensure a consistent approach used to identify locations.

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

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 the 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.

This area for improvement was made on 30 September 2017.

Action taken since then

We found that the service had addressed all areas identified. The flooring in the hallways had been replaced with a smooth floor covering. Lighting was replaced with high lux level lighting in keeping with best dementia care practice. Handrails had been fitted throughout the hallways. These had been tastefully painted to contrast with the new wall colours so that they were easier to see and therefore helped to encourage their use. We saw residents using them throughout our inspection. Air coolers were available for the conservatory until the improvement work commenced.

Over and above the areas identified, the service had undertaken a variety of other upgrades in the home. These included:

- Improved the lighting in the car park.
- Bought new furniture, including sofas which enabled people to sit together.
- Themed the different wings in the home which helped people to be orientated in the home.
- Painted each bedroom door a different colour to help people identify their rooms more easily.
- A refurbishment and improvement program was ongoing to include improving the conservatory.

The area for improvement (recommendation) made at the last inspection was 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
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good
1.4 People are getting the right service for them	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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