

Grandview Nursing Home Care Home Service

High Street
Grantown-on-Spey
PH26 3HB

Telephone: 01479 873289

Type of inspection: Unannounced
Inspection completed on: 27 September 2017

Service provided by:
Grandview House Ltd

Service provider number:
SP2003002405

Care service number:
CS2003010540

About the service

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.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Grandview Nursing Home is situated in a central position in the town of Grantown-on-Spey. Grandview Nursing Home operates from a large Victorian building, which was converted from a hotel. The service is registered to provide a care service to a maximum of 45 older people. At the time of the inspection there were 41 residents living in the home.

The aims and philosophy of the service are to provide a safe environment for older people that supports and maintains their wellbeing and to provide nursing care when required.

What people told us

We spoke with people who used the service and their relatives.

We found that people living in the home were very happy with the care and support that was offered. One person said "its excellent here because I can do what I like", with others being very pleased with the quality of the meals that were offered. One person said "food is excellent and there is plenty of it. My family come and we have meals together". All the people were very complimentary about the staff and they said "staff are good because they help care for me", "staff are really nice" and "staff are good fun and help me in a way that I want". The activities on offer while we carried out our inspection, were being enjoyed. People told us that they enjoyed these times and the "banter" with each other.

There were some people who were able to get out and about independently. They said that staff were supportive of this and there were no restrictions placed on them. "I can go out whatever the weather". "I can go out for walks and I enjoy getting out in the fresh air".

Relatives, generally, were also positive about their loved ones living in the home. One relative felt that "although there had been hiccoughs initially, staff were very receptive and where changes needed to be made, they were done so and were maintained". They were kept informed about their mother's healthcare needs and had taken part in a review, which was positive. They also said that their mother enjoyed the activities now and that this was a positive outcome. Another felt that the service was "homely" and that this helped to relax their mother.

A relative felt that there were some issues and these were discussed with the senior management team during the inspection.

One overriding theme that was commented on from the majority of relatives was that, during the past few months, the overall management of the service had improved. Relatives said that "things were much better and that they were listened to". In addition, they said that if they had brought issues to their attention that they "were acted upon and maintained". They felt the meetings that were held were informative and that they were freely able to comment and make suggestions. All said that the use of agency staff had dramatically reduced and they were happy to see this.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their action plan from the last inspection and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

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

Grandview House Care Home provides a very good service, where people who were able to tell us, said they were well cared for and supported in a way that promoted their independence and choice. Staff were caring and supported people with warmth and genuine concern and were very aware of the individual needs of each person. We could see that staff positively supported those people who lived with dementia. This helped to uphold dignity for those who needed some assistance.

People who used the service had improved opportunities to take part in activities and events that were arranged by the service. The programme was promoted so that people knew what was taking place. People appeared interested in the activities and laughter and friendships were evident in the group.

People, where able, were involved in developing their care by staff who knew them very well. Relatives were also asked for their contribution when looking to plan the support that was needed. The care plans were person led, which meant that choices and preferences were upheld.

Overall we thought that the service worked very well to meet the health and wellbeing needs of the people they supported. The management of medications was good and staff followed best practice guidance. Staff worked closely with healthcare professionals to ensure that people's healthcare needs were addressed. We spoke with a member of the dental team who said that staff were responsive to treatments they prescribed. They said that staff were warm and friendly and there was always activities taking place when they visited.

Various systems and processes were used to assess the overall quality of the service. We could see that action plans were produced and addressed to ensure continued improvement. People using the service and their relatives were offered different opportunities to influence their day to day lives. Relatives felt that the meetings were very informative and that everyone was encouraged to air their views and make suggestions.

There was a positive and open approach to addressing any complaints that were made. This included the service addressing the recommendation from the complaint that was made to us in February 2017.

What the service could do better

The staff were to continue with the already good practice in relation to ensuring that the support plans were developed in a person led manner. They were to demonstrate the involvement of the person using the service

and their representatives in planning the care. Staff should also ensure that there peoples needs changed or were highlighted that the support plans were clear in terms of how people were to be supported. In addition to this the provider was to look toward the use of audits being carried out on care and support plans. This would ensure that all relevant information is in place and regularly assessed as meeting peoples needs.

In order to further improve and strengthen the management of medicines the service was to access the paperwork from the Mental Welfare Commission in relation to the use of covert medicines. This would ensure that there was evidence of the involvement of all relevant persons. We gave them a copy of this at the time of the inspection. In addition the service was to look toward developing the use of "as and when needed" protocols for those who needed these. This would ensure that there was up to date and relevant information for all staff, including the use of agency staff.

The manager of the service was in the process of reviewing and developing the overall management of falls and we would support this development. This would then ensure that there was regular review of associated care plans and risk assessments, which would evidence how the service was protecting the health and safety of people using the service.

We discussed the use of Adults with Incapacity certificates in relation to treatment. Given that the Mental Welfare Commission state that these are to be in place, alongside that of Power of Attorney or Guardianship papers, we would encourage that the provider carries out an audit of this to ensure that all relevant, legal paperwork is in place.

The manager and their team were in the process of looking at how the current systems and processes led to improved outcomes, rather than just simply a tick box approach. We would encourage this so that there was clear evidence, for people using the service and their relatives, as to how the service was promoting meaningful outcomes, across all four quality themes.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings	
24 Jun 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
8 Jul 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
14 May 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Oct 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
6 Jun 2013	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak
4 Jun 2012	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
23 Nov 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
9 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
16 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good Not assessed
26 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
29 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
15 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 5 - Very good
18 Jun 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 5 - Very good
18 Jun 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 5 - Very good

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