

Highbank Care Home Service

9a Bonnyrigg Road
Eskbank
Dalkeith
EH22 3EY

Telephone: 0131 270 5640

Type of inspection:
Announced

Completed on:
10 November 2020

Service provided by:
Midlothian Council

Service provider number:
SP2003002602

Service no:
CS2003011087

About the service

Highbank Intermediate Care Home is situated in Eskbank, Dalkeith, and is close to shops and local amenities.

The home is run and managed by Midlothian Council. The home is made up of six wings, each with lounge and dining areas. Highbank currently provides long-term care to two residents and offers rehabilitation services, intermediate care, including assessment and interim stays, and respite stays to other people using the service.

There is an area which has been equipped to provide physiotherapy and rehabilitation programmes.

The provider's aims and objectives for Highbank Intermediate Care Home include the following:

"Our vision is that people will lead longer and healthier lives by getting the right advice, care and support, in the right place, at the right time. We will achieve this by: supporting people to stay healthy and well and making it easy to get health and social care services (Midlothian Health & Social Care Partnership Strategy). Midlothian is committed to developing multidisciplinary intermediate care services to support residents to make measurable improvements in their lives.

There are three main aims of Highbank Intermediate Care:

- Help people avoid going into hospital unnecessarily.
- Help people to be as independent as possible after a stay in hospital.
- Prevent people from having to move into a care home until they really need to.

Midlothian Health & Social Care Partnership is committed to delivering person-centred community-based services that will help people to live healthy, independent lives in the way they want, where they want, and when they want."

What people told us

People told us that they were very happy with the quality of care provided to them and described the staff as kind and caring. One person felt their experience of receiving care was much better than her their previous stay, as the staffing levels had increased, and staff had more time to engage with people in a more meaningful manner.

"I like it here but I am looking forward to going home and being in my own environment with my home comforts."

"I kind of keep myself to myself and watch TV and play puzzles. I am happy with that."

"The food is lovely here."

"I like it here at Highbank. The staff are nice to me, kind and caring."

"I have things to keep me occupied during the day, like watching TV or reading the paper..."

"My daughter visits on a regular basis and she is happy with the quality of care I am receiving."

We also heard from five relatives who complimented the quality of care for people. They felt staff helped people to get involved in doing things that were important to them.

There was good and affective communication; updating them with any procedural changes because of COVID-19. Staff updated them with progress their loved one was making referring to the agreed goals in people's personal plans

Comments from people relatives/friends included the following:

"We have had regular updates by phone and at visits."

"I am extremely happy with the care and attention mum has been receiving while staying at Highbank."

"The staff have been extremely supportive during this time. I was updated promptly with any changes and also updated daily as to my dad's condition when he tested positive for COVID-19. They kept me calm and reassured at this extremely fraught time."

"The staff always kept me informed of any changes in dad. They have done remarkably well during this pandemic. And they should all be very proud of themselves. I always feel confident that my Dad is being taken very good care of when he is there. He is happy to go to Highbank and I am happy to take him there."

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 good is our care and support during the COVID-19 pandemic?	4 - Good
--	----------

Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

4 - Good

7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic

Overall, we evaluated the service to be performing at a good level in meeting people's health and wellbeing needs during the COVID-19 pandemic.

Staff demonstrate the principles of the Health and Social Care Standards in their day-to-day practice. We observed compassionate and respectful engagement between support staff and people experiencing care.

People benefit from creative and innovative ways to stay connected using technology with easy access to the internet and a telephone. People were routinely and actively supported to make best use of these, reducing the potential impact of visiting restrictions.

People enjoyed a variety of activities, in small groups (with social distancing in place) or one to one. The activities were tailored to their interests and hobbies which were detailed in their personal plans. There was a specific focus on people in isolation for the initial part of their stay, helping to keep them connected with others. The manager had secured additional funding to expand on the hours of the activity staff to further enhance the opportunities to people.

People's personal plans were outcome focused, showing their progress while using the service. Appropriate escalation protocols were in place should someone become unwell. Close working relationships with health professionals meant staff were able to access support quickly if people needed it. To strengthen the assessment of care needs and promote outcomes important to people, support replicated care at home care packages. This meant the transition back home was well planned and easier for people.

People accessed snacks and drinks easily and staff supported those needing help. This promoted healthy diets and hydration for everyone. Records were maintained where required to help assess and monitor people and change support if needed.

At our last inspection we suggested strengthening staff knowledge in relation to falls prevention, following recognised frameworks. Although there was some support detailed in people's personal plans it did not always follow best practice. To make sure people are at minimal risk of falling further training for staff was needed. We recognised that the planned training has been delayed due to the pandemic, but this area for improvement should be prioritised. See area for improvement 1.

7.2 Infection control practices support a safe environment for people experiencing care and staff

There was sufficient PPE and staff used it appropriately helping to keep everyone safe. This was further enhanced through various quality assurance systems that made sure staff followed the most up to date guidance.

The home was clean, and staff had worked hard to keep it that way. Domestic staff had adequate cleaning supplies. On one occasion the staff changing area was untidy, making cross infection more likely, especially because the room was small. We discussed with the manager the importance of keeping this tidy and they agreed to improve this.

There was support if required for people to maintain good hand hygiene, with hand gel stations throughout the home.

All staff were able to recognise and respond to suspected or confirmed cases of COVID-19. This included following local reporting procedures and contacting local Health Protection Teams, helping to promote people's safety.

To protect the health and wellbeing of people and to keep them safe, the provider was following visiting guidance for outdoor visiting in the garden.

7.3 Staffing arrangements are responsive to the changing needs of people experiencing care

Staffing levels had increased since our last inspection to reflect people's increased needs during the pandemic. Changes in the staff rota arrangements and hours meant people benefited from the consistency of staff. There was with regular interactions and engagement from staff and experienced support that promoted people's independence, dignity, privacy and choice.

Staff were supported to keep up to date with current and changing practice. There was access to a range of good practice guidance relating to supporting people during the COVID-19 pandemic. This included Scottish Government and Health Protection Scotland guidance. However, the staff would benefit from recording these meetings more and to capture the discussions held and actions agreed. Collectively this would make sure staff knowledge continued to be shared and updated, helping to ensure continued responsive care for people.

Observations of staff practice were regularly undertaken by supervisors to assess learning and competence. Outcomes from this were discussed through team discussions, reflective accounts or supervision.

A staffing contingency plan helped manage staff absences, holiday cover and unplanned shortages. COVID-19 testing was undertaken following guidelines. All this helped ensure there was enough staff to respond to people's changing needs.

Areas for improvement

1. People experiencing care who are at risk of falling should be cared for in ways that promote their safety and independence. The manager should ensure that appropriate falls prevention guidelines, risk assessments and support plans are in place for people, based on recognised falls prevention frameworks. Staff should be provided with training and support they need to understand this and apply it to their practice.

This is to ensure the care and support is consistent with the Health and Social Care Standards which state: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

The provider must ensure that Adult Protection concerns are responded to in line with the Local Authority Guidelines.

The provider must ensure that all staff understand their role and responsibility in relation to recognising and reporting Adult protection concerns within the service. In order to achieve this, provider must adhere to the following:

- A) The providers Adult Protection Policy and procedure must be revisited by all staff.
- B) Competency assessment of staff understanding of their role and responsibility in relation to Adult Protection must be carried out
- C) Records of harm and potential harm must be maintained in care plans
- D) Appropriate referral must be made and relevant agencies must be informed

To be completed by: 30th January 2020

This requirement was made on 9 December 2019.

Action taken on previous requirement

Staff were more familiar with the adult support and protection procedure and how to respond and report to any concerns.

Met - within timescales

Requirement 2

In order to ensure people's care and support needs are continuously met as agreed, the service provider must ensure that staff numbers are appropriate for the health, welfare and safety of service users.

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

needs are met by the right number of people." (HSCS 3.15), 4.16 "I am supported and cared for by people I know so that I experience consistency and continuity." (HSCS 4.16) and in order to comply with Regulation 15 (staffing) of the Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011.

Timescales: 31st June 2019

This requirement was made on 20 September 2019.

Action taken on previous requirement

As can be seen from this report, staffing levels had increased since our last inspection.

Met - within timescales

Requirement 3

The service must ensure that the premises are in a good state of repair externally and internally and are decorated and maintained to a standard appropriate for the care service.

This is in order to comply with: The Social care and Social Work Improvement Scotland) (Requirements for Care Services) regulations 2011 (SSI 2011/210), regulation 10 (s2) (b) and (d).

Timescales: An updated action plan with timescales for the start and completion of environmental improvement to be sent to the Care Inspectorate by 1 June 2019.

This requirement was made on 20 September 2019.

Action taken on previous requirement

The management team had taken advantage of utilising time when some rooms and other areas of the home were vacant. They had progressed their upgrading and decorating internally and purchased new soft furnishing.

The provider recognised that the building design and layout no longer fully met people's needs to live independently. This will be addressed as part of the new build being explored.

Met - within timescales

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**

) People experience care and their relatives/carers, should have planned and meaningful opportunities to share information about their daily routines, preferences and choices for care and support, as part of the admission process.

This is to ensure care and support is consistent with Health & Social Care Standard 2.11: My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions.

This area for improvement was made on 20 September 2019.

Action taken since then

The management had made improvements to the agreed support plans and risk assessments with people, ensuring they reflect the needs and wishes of people at point of admission to the service. The manager recognises however that the staff should have an information booklet in place, detailing the aims and objectives of the service and how they can meet people's care and support needs. This should be prioritised to ensure people have access to the relevant information to assist them in making an informed choice.

Previous area for improvement 2

People experiencing care should expect to be cared for in line with good practice guidance. The manager should ensure that appropriate falls prevention guidelines, risk assessments and support plans are in place for people, based on recognised falls prevention frameworks. Staff should be provided with training and support they need to understand this and apply it to their practice.

This is to ensure care and support is consistent with Health & Social Care standard 3.14: I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

This area for improvement was made on 20 September 2019.

Action taken since then

As highlighted in our report above, this is an outstanding area for improvement.

Complaints

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

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	4 - Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	4 - Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.