

Highbank Care Home Service

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Eskbank
Dalkeith
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Telephone: 0131 270 5640

Type of inspection: Unannounced
Inspection completed on: 11 January 2017

Service provided by:
Midlothian Council

Service provider number:
SP2003002602

Care service number:
CS2003011087

About the service

Highbank is a purpose-built care home for older people. It is situated in Eskbank, Dalkeith, and is close to shops and local amenities. Highbank is run and managed by Midlothian Council. The home is made up of six units, described by the provider as self-contained flats, each with lounge/dining areas. Highbank currently provides long-term care to three residents and offers rehabilitation services, intermediate care, including assessment and interim stays, and respite stays to other people using the service.

Each unit has toilets and bathrooms and there is a variety of different bathing equipment to meet individual needs and wishes. Accommodation on the upper floor is accessed by an elevator and there are separate kitchen and laundry facilities within the building. There is an area which has been equipped to provide physiotherapy and rehabilitation programmes.

What people told us

We received the following comments from people using the service and their relatives/carers.

"The quality of care is very good."

"Staff have been supportive when moving in Highbank."

"Home is kept very clean and tidy."

"Both have been beyond reproach. Excellent."

"Staff and management are always attentive and helpful. I feel safe here."

"The main reason I have given high marks is the quality and professionalism of the staff and management at the centre. I feel at ease knowing my relative is being looked after well."

"General care is good by staff, but notice a shortage of permanent staff, i.e. seems to be a lot of agency staff that are not familiar with my relative's needs."

Self assessment

We received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what they thought the service did well, some areas for development and any changes they had planned.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The personal plans we examined described and treated people respectfully and positively, and unique and personal information was recorded. We saw that this was being used to make a positive difference in the lives of the people receiving support. Some people had been involved, with support from their families, in developing their own personal plans. The information contained in the plans was central to the person's care.

The plans contained some information on how to support people to communicate and how staff should communicate. We saw that staff viewed all behaviour as a form of communication and actively tried to find out what the person was trying to communicate. Communication care plans and strategies were up-to-date and used consistently by staff.

There was a record of each person's life history, by means of a one-page profile, and this was used in day-to-day conversations and support. This meant that people were seen as individuals and their abilities and strengths were recognised.

We saw that medication was reviewed regularly. We found that staff were aware of the importance of good oral care and that there were positive links with oral health professionals.

We observed that people were able to take part in activities and enjoyed the varied programme.

We saw that the service used an enablement approach with some residents and they had been supported to participate as fully as they could in their own lives.

We observed staff practice that was respectful, warm and positive. We saw that trusting relationships had been developed with the people they supported.

We found that staff were encouraged to develop their skills and had access to a variety of training opportunities. We noted that a comprehensive training programme was in place, which covered topics such as dementia awareness and adult support and protection.

We saw that the management team regularly provided supervision. This meant that the staff had personal development plans and the formal opportunity to reflect on, or develop their practice.

We noted that regular team meetings and staff forums had occurred. Staff interviewed confirmed they attended and could participate freely and shape the agenda.

What the service could do better

We read daily records of care and support, within personal plans, and found that, in general, they were a good process for the recording of information. We noted many examples of good recording, but we felt that ensuring all staff record their involvement in a person-centred manner, to illustrate how they are meeting people's identified outcomes, remained a work in progress.

We asked the management team to maintain its commitment to the support of staff in adhering to good standards of practice around recording and reporting in an outcome-focused manner.

We noted that some people who used the service were living with dementia and received assistance to take their medication. We suggested where some people with dementia lacked capacity to decide about their medical treatment, then a certificate from their doctor, under section 47(1) of the Adults with Incapacity (Scotland) Act 2000, would be required to authorise treatment. We asked the management team to discuss this with the people, relatives and doctors concerned and, where deemed appropriate, attain the necessary certificates to authorise treatment.

We found that some residents had sensor mat alarms situated in their rooms, programmed to alert care staff that the resident was moving and was possibly at risk. We found that in cases where the residents had incapacity and were unable to make such decisions themselves, consent had not been sought or given by any relatives, advocates, welfare attorneys or guardians, for the use of equipment that could be recognised as being a form of restraint.

The manager stated that she will contact all relatives regarding the use of passive alarms around the home and that consent for their use, from residents and relatives concerned, where appropriate, would be in place.

We will monitor progress in these areas for development at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

Inspection and grading history

Date	Type	Gradings	
21 Oct 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
11 Feb 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
18 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
27 May 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
18 Sep 2012	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	4 - Good
8 May 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
15 Feb 2012	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
23 Aug 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
10 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
5 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
4 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good Not assessed
3 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 5 - Very good
13 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good Not assessed 3 - Adequate
6 Aug 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate

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