

# Highbank Care Home Service

9a Bonnyrigg Road  
Eskbank  
Dalkeith  
EH22 3EY

Telephone: 0131 270 5640

Type of inspection: Unannounced  
Inspection completed on: 12 March 2018

**Service provided by:**  
Midlothian Council

**Service provider number:**  
SP2003002602

**Care service number:**  
CS2003011087

## About the service

This service was first registered with the Care Inspectorate in December 2015.

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

The service tells us their statement of purpose is as follows: "Highbank is a Care home and opened in 1987 and was traditionally a long term care home. In 2011 Highbank changed and now focuses on short term care which accommodates 40 short term clients located in 6 units throughout the home.

The purpose of these beds is to prevent unnecessary hospital admissions and to allow clients to remain at home for longer. This also reduces delayed discharges in hospitals. Through rehab and assessment processes we can ensure that the best possible outcome can be reached for clients whether it be support put in place such as packages of care or equipment to allow a successful discharge home or if the client has now reached the stage of requiring longer term care. The respite service is there to support clients who are still living at home and to assist in the prevention of carer stress."

## What people told us

Prior to the inspection we received two completed questionnaires from people who use the service and four completed questionnaires from relatives. Both people who use the service strongly agreed that overall they were happy with their care and support. One person said "Excellent care and support. In care home after discharge from hospital after a fall".

We received four completed questionnaires from relatives, with three strongly in agreement that overall they were happy with their care and one relative in agreement that overall they were happy with the care that was received. One relative said "My Aunt was only in Highbank for three short weeks but I cannot fault the staff". One relative also commented "Main concern is (my relative) just sat in the same chair day in and day out."

While on inspection we spoke with ten people and ten relatives. People and relatives were mostly very positive about their experiences and the facilities; however, some people did make some negative comments about the quality of the communication between the service and relatives and also about the facilities.

## Self assessment

The Care Inspectorate did not ask for a self assessment this year.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

We heard from people that they were able to choose how their care was provided. This meant that they could choose a cooked breakfast if they wanted, could choose something that wasn't on the menu for lunch or tea, could go to bed or get up when they wanted and could choose if they wanted to use certain safety equipment.

It was good to see in the rehabilitation part of the service that people were encouraged to be as independent as possible. We saw staff encouraging people to do exercises as advised by the physiotherapist. Also, we saw that staff had a written goal orientated exercise plan to follow with people to help them in their rehabilitation. It is important that people are assisted to be as independent as they can be as this maximises people's dignity and respect.

We saw examples of staff being warm and caring towards people. Staff were good at spotting what people might need before they asked for it and when help was provided it was done in a discreet, respectful and reassuring way. We also found that staff were recruited safely.

We found that people enjoyed the activities they joined in with and at this time were content and engaged. We saw some examples of staff doing activities like jigsaws on a one to one basis. It is good that people are assisted to be occupied as this can improve wellbeing. We will look at this again at a future inspection.

Some people were encouraged to manage their own medication and other people were helped to improve their confidence in doing so as part of planning to return home. This is good as it helps prepare people for returning home where there may be less support available on a daily basis.

We saw that people had their own rooms. There was a system in place to safely organise the laundry and the care home appeared clean and smelled fresh. We could see that most safety checks had been completed, though the service could not confirm if the gas heating system had been checked recently.

Most of the people and their relatives that we spoke with were very happy with the care and support they received.

## What the service could do better

The service was performing adequately with regard to the environment and good for care and support. We have made two requirements and five recommendations.

We found that the bathing facilities needed to be improved. Only three of the six bathrooms could be used for

bathing. This meant that people had to visit a bathroom in another unit, which sometimes meant they had to pass through a communal lounge. We found this to be undignified and impractical. We heard from people and staff that these facilities do not meet people's needs nor promote their independence. We have made a requirement about this.

We saw that the inside and the outside of the care home was in need of improvement. This included flooring in a bathroom, replastering walls, repainting walls and door jams, replacing worn out chairs and bedside tables, finishing ramps outside and tidying up the garden. This is important as a safe, well maintained, homely environment effects wellbeing. We have made a requirement about this.

The service provided care to people long term and short term, though this was not reflected in the service's aims and objectives. We saw people who were living with dementia, yet parts of the home did not help people who could be forgetful, to move around easily and be as independent as possible. We also found that the service was not as homely as we would expect with many staff notices displayed, risk assessments and restrictive visiting times. A homely environment is more familiar for people which can increase feelings of wellbeing. We have made a recommendation about this.

We saw that some people's needs were not reviewed. When people's needs were reviewed they often were by telephone and not a face to face meeting. For people that were living at the service temporarily we heard that people's goals and plans were discussed weekly and that over time people's plans could change. However, we could see no evidence of this in the support plan. We have made a recommendation about this.

We heard that people were asked about using safety equipment, though we could not see this recorded in the support plan in an individual and specific way. We found that some people's support plans were not detailed enough. This is important as staff can meet people's outcomes best when they know a lot about people. We found almost no evidence that people were involved in planning their care as documentation was not signed to tell us that people had discussed and agreed the plan. There was little information available to staff to tell them what help people needed and how they wanted this help. We have made a recommendation about this.

We found that the way that the service checked the medicine it kept in stock could be improved. Some medicines need more frequent checking than others as they have a stronger effect and need to be monitored more closely. This makes sure that medicines are used in the way they were intended to be used. In order to maximise safety for people we have made a recommendation about this.

## Requirements

### Number of requirements: 2

1. The service should ensure that bathing facilities are improved to ensure they are fit to be used and are suitable for the purpose of achieving the aims and objectives of the care service. The service should:

- a) consult with people and relatives
- b) provide an action plan.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirement for Care Services) Regulations 2011 (SSI 2011/210), regulation 14 (1) (d).

Timescales: An updated action plan with timescales for the start and completion of facilities improvement to be sent to the Care Inspectorate by 14 May 2018.

2. The service should 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. The service should:
- consult with people and relatives about inside and outside areas
  - provide an action plan.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirement for Care Services) Regulations 2011 (SSI 2011/210), regulation 10 (2) (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 14 May 2018.

## Recommendations

### Number of recommendations: 4

1. It is recommended that the service makes a more homely and dementia friendly environment, suitable for people with age related vision changes.

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

2. It is recommended that the service reviews people's needs regularly. This includes reviewing when care needs change significantly, every six months, face to face, regularly recording people's goals.

National Care Standards, Care Homes for Older People, Standard 6 - Your Support Arrangements.

3. It is recommended that the service improves its care planning and involves people in this process. This includes:

- greater detail of people's needs in care records, especially details on life history, leisure activities and hobbies
- greater detail on specific safety equipment identified for specific needs
- written agreements for all safety equipment in use which could be considered a form of restraint
- availability of sufficient information for care staff at all times
- people to sign to say they are happy with their care plans.

National Care Standards, Care Homes for Older People, Standard 6 - Your Support Arrangements.

4. It is recommended that the service ensures that controlled drugs and their records are well managed. This means that stock should be checked on administration and on a regular basis.

National Care Standards, Care Homes for Older People, Standard 15 - Keeping Well - medication.

## Complaints

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

## Inspection and grading history

Date	Type	Gradings
11 Jan 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
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

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

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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