

Haugh House Care Home Service

2 Haugh Street
Stockbridge
Edinburgh
EH4 1LT

Telephone: 01313152238

Type of inspection:
Unannounced

Completed on:
2 June 2023

Service provided by:
Fairview Care Limited

Service provider number:
SP2023000006

Service no:
CS2023000010

About the service

Haugh House is a care home situated in Stockbridge, Edinburgh. The home is registered to provide a care service to a maximum of 15 older people. The service is provided by Fairview Care Limited.

At the time of this inspection there were 13 people using the service, supported by a team comprising of a manager, senior carers and carers.

Community nurses support the staff with any nursing care people may need.

The accommodation is provided on the ground and first floors. There is an attractive and welcoming entrance to the home with seating areas which are well used. Each resident has a sitting room/bedroom, with a small kitchen area, and an en-suite shower room.

There is a spacious dining room and lounge and direct access to a patio garden area to the rear of the property, overlooking the Water of Leith.

About the inspection

This was an unannounced inspection which took place between 30 May - 2 June 2023. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included: registration information, information submitted by the service and intelligence gathered since the registration.

In making our evaluations of the service we: spoke with seven people using the service and seven of their family/friends/representatives. We spoke with eight staff and management.

In addition, we observed practice and daily life, reviewed documents, considered the service environment and spoke with one external professional.

Key messages

The home is clean, well equipped and well furnished, with a welcoming feel to it.

People had access to a pleasant and well furnished garden area. There were opportunities for people to get involved in planting and garden maintenance.

Staff were well trained and worked with a strong awareness of core values of respect, dignity and compassion.

Management were described as being "visible and approachable".

People were well supported to pursue their social and recreational interests and maintain contact with friends and family.

Reviews and aspect of care planning needed further development.

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?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	4 - 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 this Key Question as very good. This meant service strengths significantly outweighed any areas for development.

Staff engaged well with people who experienced care, working with kindness, compassion and respect. People who lived at Haugh House said that they felt valued and listened to, telling us that staff worked at a pace which suited their needs and abilities.

A focus on respectful and compassionate care delivery helped build trusting and positive support relationships. This contributed significantly to very good wellbeing outcomes we found at inspection.

The home offered a range of planned activities, including reminiscence sessions, creative and arts based activities, as well as games and quizzes.

People told us that they were supported to pursue leisure and recreational interests on a 1:1 basis. There were plenty of opportunities for planned and ad-hoc trips outside of the home.

Staff helped ensure people use equipment and smart technology in order to facilitate contact with friends and family.

The focus on maintaining contact with family and accessing community resources, as well as the provision of 1:1 support and group activities helped ensure people got the most from life.

Medication administration records (MAR) were well maintained. Examination of MAR sheets showed that people received medication in line with prescriber's instruction.

The service were good at recognising changes in people's presentation and knew when to seek medical, nursing or allied health professional assessment/intervention. We saw evidence for this across a wide range of issues, including: skin care, weight loss, cognition, medication and stress/distressed presentation.

This pro-active approach helped deliver very good well-being outcomes for people who live at Haugh House.

How good is our leadership?

5 - Very Good

We evaluated this Key Question as very good. This meant service strengths significantly outweighed any areas for development.

People told us that they knew who the manager was at Haugh House and said that they could approach them directly if they had any concern or needed to raise an issue with them.

Family representatives told us that communication with the home was effective. They were kept informed of any significant events. If they left a message for the management team, they were called back promptly in order to discuss any issue or event.

Management undertook a wide range of audits and facilitated a number of quality based processes which helped provide them with insight across all aspects of the home's functioning.

There is an established resident's forum at Haugh House. This forum meets regularly and allowed people who experienced care to share their views and contribute to service development and improvement.

We saw evidence for positive changes arising from discussion at these forums, including menu and activities planning. People also contributed to home decoration and garden refurbishment outcomes.

The Provider undertook a quality based survey which presented an opportunity for people to share their views on wide-ranging aspects of their care and support, including quality of staff, service environment and management and leadership. We noted that the Provider had responded positively to some changes outlined as desirable in the previous survey. This helped evidence that management at Haugh House were responsive and inclusive to approaches around quality and improvement.

There were a range of practice observations undertaken by management, aimed at establishing the quality and competency of staff practice. The first competency observations for new staff took place early in their employment. This helped ensure that all staff delivered support to a very good standard.

Staff received reflective supervision and had access to regular team meetings. This helped ensure that staff had the opportunity to reflect on their practice, identify learning needs and contribute to service delivery strategies.

A range of audits and environment observations helped ensure that management had oversight around the quality and cleanliness of service environment, facilities and equipment. This contributed to the very good management and leadership we found in the service.

How good is our staff team?

5 - Very Good

We evaluated this Key Question as very good. This meant service strengths significantly outweighed any areas for development.

We scrutinised staff recruitment practice, observing that the Provider was compliant with national guidance for employing new staff. This meant that staff who worked at Haugh House had been subject to appropriate checks prior to commencing their employment.

Staff had undertaken training relevant to the work they undertook. There was a very good level of compliance around mandatory training and refresher training updates. In addition, staff undertook bespoke training specific to the needs of people they supported.

From our discussions with staff, it was evident that they were well supported to access key learning relevant to their work.

This meant that staff had the skills required to facilitate very good care outcomes for people living at Haugh House.

All staff we met were able to reflect on their practice and outline key values that they took into their work at Haugh House. We noted that some staff needing some prompting around their awareness of the SSSC Codes of Practice. This is an area for development and we suggested to management that there could be some focus on the SSSC codes, either at supervision or during team meetings.

People told us that staff practice was very good. Staff were described as always working with respectful, kind and empathetic approaches. Care delivery was never rushed and people said that they valued this. These views on the quality of staff were mirrored in the feedback we received from family members we spoke with during inspection.

It was evident that staffs were appropriately trained, competent and had the ability to build effective relationships with people. This contributed significantly to very good outcomes for people living at Haugh House.

How good is our setting?

5 - Very Good

We evaluated this Key Question as very good. This meant service strengths significantly outweighed any areas for development.

The home was very clean and well maintained. Decoration, furnishings and fittings were in good condition. This helped create a relaxed, welcoming and homely environment.

People told us that they had been consulted around decoration and choosing furnishings in communal areas of the home.

People advised us that they were encouraged to personalise their rooms. They could choose their own soft furnishings and personalise the space to their taste. We saw that rooms were nicely furnished, clean and well laid out. People had access to a small kitchen area and a private en-suite bathroom.

The home had a pleasant, level access, garden area. This meant that people who required assistance to mobilise could safely access all the facilities in the home.

The garden was well provided for, with a range of furnishings. There were raised-bed planters which helped enable people to participate in gardening activities. This was valued by people who lived at Haugh House, with several people telling us how much they enjoyed participating in gardening activities.

Equipment used to support people with mobility and moving and handling was clean and in good condition. Equipment was subject to regular maintenance. This contributed to very good environment and well-being outcomes for people.

Other essential facilities work, such as testing for Legionella, was carried out in line with Health and Safety Executive guidance. This helped ensure the facilities were safe and well maintained.

How well is our care and support planned?

4 - Good

We evaluated this key question as good. This meant that there were some significant strengths around this aspect of service's performance, with some areas for improvement.

People and their family representatives told us that they were consulted around the design of their personal plans and care delivery strategies.

Personal plans were generally very good at presenting information on people's routines, self care abilities and preferences and wishes. There was good detail around people's cognition, skin care, and nutritional needs.

However, we noted some inconsistency around aspects of personal plans, observing that there was deficits in respect of people's spiritual needs, end of life/anticipatory care and life histories.

Audits of personal plans should be undertaken and identify and address any absence of information on key aspects of care provision (see area for improvement 1).

People had the opportunity to participate in service reviews. Reviews offer an opportunity to discuss and evaluate key outcomes arising from support.

The quality of recordings from reviews needed development, in order to ensure that fully capture people's views and offer meaningful evaluation of the outcomes for people at Haugh House. Review should be undertaken at a minimum of six monthly intervals or as and when people's needs change significantly (see area for improvement 2).

Areas for improvement

1. Audits should be undertaken in order to ensure that personal plans capture all key information relevant to a person's care, including; life stories, spiritual and end of life care needs.

Interpreter support should be accessed to assist with personal planning for non-native English speaking residents.

This is to ensure that care and support is consistent with the health and social care standards (HSCS) which state that:

"My future care and support needs are anticipated as part of my assessment" (HSCS 1.14).

"My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

"I can access translation services and communication tools where necessary and I am supported to use these"

"I receive and understand information and advice in a format or language that is right for me" (HSCS 2.9).

2. All service reviews should have an evaluative focus, directly addressing outcomes arising from all key aspects of support.

Review should be detailed and ensure that they adequately capture the views of people who experience care and where applicable, those of family representatives.

Reviews should be undertaken at a minimum of six monthly intervals.

This is to ensure that care and support is consistent with the health and social care standards (HSCS) which state that:

"I am fully involved in developing and reviewing my personal plan, which is always available to me" (HSCS 2.17).

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 and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.1 Staff have been recruited well	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
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