

Inchmarlo House Care Home Service

Inchmarlo
Banchory
AB31 4AL

Telephone: 01330 824981

Type of inspection: Unannounced
Inspection completed on: 13 October 2016

Service provided by:
Skene Enterprises (Aberdeen) Limited

Service provider number:
SP2003002326

Care service number:
CS2003010394

About the service

Inchmarlo House is a care home situated in a retirement community at Inchmarlo on the western outskirts of Banchory. It is in extensive grounds with mature trees, wildlife and views over the surrounding countryside. It is registered to provide a care service to a maximum of 52 people, with an integrated support service for up to eight people. The service aims to provide individualised care of a high standard in a homely environment in pleasant surroundings. At the time of the inspection there were 50 people residing at Inchmarlo House. This service was registered with the Care Commission on 1 April 2002 and transferred its registration to the Care Inspectorate on 1 April 2011.

What people told us

During the inspection we spoke with 13 residents and two residents' visitors, formally and informally. We received back 22 out of 40 Care Standards Questionnaires (CSQs) we sent to the service for random distribution to the residents and their relatives/representatives. All were very happy or happy with the overall quality of care provided to residents at Inchmarlo House. We provided the manager with a summary of the responses. Comments from people we spoke with and in questionnaires were positive and praised the efforts of the staff and management. Comments included:

- "My family and I are delighted with the care that mum receives. The home itself is beautiful, there are no 'old folks home' smells. It is always immaculately clean, the grounds are beautifully maintained. The food is superb, as a family we frequently join mum for lunch and are made to feel very welcome. The staff deal with the most difficult requests with patience and understanding. The staff ratio is very high and there is always someone on hand to help. Its model should be used across the care industry. It is a truly exceptional facility."
- "Staff treat my relative with much love and care."
- "A high standard of care; lovely environment, spotless rooms."
- "I don't think much improvement can be made, their standards are very high. High standards of care. Staff are supportive when needed."
- "This home is one of the best, if not the best, in Scotland."
- "My relative has a number of serious medical issues and is always treated efficiently, with great kindness and consideration. Our family visits every day and have found an 'open door' policy [regarding] staff at all times. The home even allowed us to hold a family wedding there as it was the only possible way to include my relative in the proceedings. I am extremely satisfied with all aspects of Inchmarlo."
- "I have been generally content with my mum's level of care and quality of life. Concerned about the lack of activities, especially at the weekends. There have been periods when I have attended there is no staff in the lounge."

We concluded that residents and relatives were happy with the quality of the care of residents at Inchmarlo House.

Self assessment

We did not request an updated self assessment prior to this inspection. The service can keep their self assessment updated as it is a live document.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The service provided a very good quality of care. Staff appeared to know the residents' needs and likes well. Staff were seen to be supporting residents to move around using good supportive techniques. Residents benefitted from more activity coordinators employed to provide 120 hours of activity seven days per week and up to 6:30pm on some evenings. Residents were delighted with the opportunities and quality of the activities they could undertake, including individual and group activities. Residents felt they could be very well involved in all aspects of the home. A new quality assurance group involved residents, families and staff.

Residents could be assured their health and wellbeing needs would be met to a very good standard. A very good staff training and supervision programme was in place which ensured staff had the necessary skills to support residents with their needs. We saw that there continued to be an excellent management overview of the service.

Staff were seen to be very motivated to provide very good care to residents. We saw very warm, friendly, kind, and caring staff supporting residents. Residents had a high level of confidence in the staff and management at Inchmarlo House. Staff knew their roles and responsibilities in recognising and responding to adult support and protection (ASP) concerns. Staff received good levels of dementia training according to their roles and responsibilities. They were using this knowledge to improve the quality of residents' care. A dementia carers' support group had been formed and staff reported this had been very well received.

We were pleased that residents had an improved dining experience, with staff further developing the evening meal experience to ensure it was as high a standard as at lunch time. Residents enjoyed the very high quality meals.

People could be reassured by the excellent quality of the care home and its setting, in the stunning, very well maintained, grounds in the countryside. Residents could choose to spend time in a range of rooms or areas. Bedrooms were of different sizes, all with en suite bathing facilities. Inchmarlo House was maintained to an excellent standard with a highly organised maintenance schedule. Bedrooms and en suites were being upgraded on a room by room basis, as rooms became vacant. Upgrading of some upper floor areas was taking place during the inspection.

What the service could do better

We encouraged the management team to carry out an environmental audit in relation to good dementia care. We were pleased to note the depute manager already had the environment audit tool. The management should

make any improvements to the environment which would improve the quality of experience for people with dementia, cognitive impairment or sensory impairments. The management should consider providing a secure, enclosed garden space that people can access freely from indoors if they wish. Improved signage can help promote good continence if people can more easily find their way around and this should also be considered for Inchmarlo House. We will follow this area up at future inspections.

We asked the management team to review the policy and procedure on the use of CCTV that was in place in some of the common areas/hallways, taking into account best practice guidance from the Mental Welfare Commission, including 'Rights, Risks and Freedom of Movement'. We asked the management team to send us the updated policy and procedure once the review had taken place. We will continue to monitor the use of CCTV in communal areas at future visits.

The temperature in the ground floor nurses' room was being addressed at the time of inspection because it sometimes exceeded the safe storage of medication temperature guidelines.

Staff carried audible pagers at waist height. These sounded quite piercing and could disturb or alarm residents, especially if residents were being transported in wheelchairs. We asked the management to review the noise levels of the pagers. We will follow this up at the next inspection.

The service was looking to further improve the care planning. This will help to ensure consistent care practices, using the most up to date information and assessments.

Staff were provided with training in ASP and whistleblowing training within the first few months of employment. We encouraged the manager to consider adding signs of abuse and staff actions to take if they had concerns to the induction checklist of things new staff were to learn about in the first few days of their employment while they were waiting for the more comprehensive training.

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	
17 Dec 2015	Unannounced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
11 Feb 2015	Unannounced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
27 Mar 2014	Unannounced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
2 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
20 Jan 2011	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Sep 2010	Announced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	Not assessed
		Management and leadership	Not assessed
11 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
6 Oct 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
11 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
12 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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