

Inchmarlo Continuing Care Retirement Community - Nurse Agency Nurse Agency

Inchmarlo
Banchory
AB31 4AL

Telephone: 01330 824981

Type of inspection:

Announced (short notice)

Completed on:

24 January 2020

Service provided by:

Skene Enterprises (Aberdeen) Limited

Service provider number:

SP2003002326

Service no:

CS2009216653

About the service

Inchmarlo Continuing Care Retirement Community - Nurse Agency is registered to provide registered nurses to work within the homes of people who live in Inchmarlo Retirement Community, close to Banchory on Deeside. The nurse agency operates in response to emergency calls from anyone on the estate and to support the care at home service which is provided to some of the people who live in the Inchmarlo Retirement Community.

The aims and objectives of the service state that the homeowners have the '...opportunity to access the service of a registered nurse in their own home either at a time of emergency or unexpected medical need'. The nurse agency is closely linked to the care home service and the care at home and housing support service.

This service has been registered since 2010.

What people told us

Overwhelmingly, people who used the service and their families were very happy with the quality of care and support provided to them by the service, they told us that they were always treated with warmth, compassion, dignity and respect.

The views of the homeowners and their families have greatly informed the findings of this inspection and are included throughout this report.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

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

What the service does well

We evaluated the service as performing at a very good level in the two key areas we inspected. These were quality of care and support and quality of management and leadership. This meant that the service demonstrated major strengths in supporting positive outcomes for people who used the service.

People, staff and homeowners were being treated with respect and were valued for being themselves.

There was a stable group of registered nurses who respond to emergency calls from the homeowners. The nurse agency was limited in its scope, in that it only provided support to people within the community and usually only on a short-term basis. They also provided professional support, back-up and assessment for people using the

care at home and housing support service. This meant there was an integrated service available to meet most care needs, from the point that people moved into the community until the end of their lives. A homeowner commented "We live totally contented and comfortable lives knowing that the care team will respond immediately in the event of illness, accident or any other personal crisis."

The service was in the process of further developing support plans for those homeowners that required care and support and detailed information on the other homeowners on the estate. The support plans contained very good information and were beginning to focus more on the details that were specific to each person. Communication between staff, homeowners and families was meaningful and effective. It was clear staff ask the homeowners how they could assist them on a regular basis. This meant that the care and support was right for them and set out how their needs and choices will be met.

Staff were well-trained, competent and skilled. Staff were recruited using safe recruitment practices. All the registered nurses also worked within the care home service. A comprehensive induction program was undertaken before beginning work and then further training and refresher courses kept staff up to date. This meant that there was a stable skilled staff group who worked well together in delivering consistently high-quality responsive care to the homeowners and their families.

To ensure standards of conduct and practice are maintained, staff are required to register with the Nursing and Midwifery Council (NMC). We found that staff were aware of their roles and responsibilities. As a consequence homeowners were confident they were being attended to by trained, competent, skilled staff.

The organisation had worked hard to maintain very good systems that monitored the quality of staff practice and patient care. Feedback was gained from homeowners, their families and staff following each visit, to assist in identifying areas of practice that could be improved on. As a result there was a culture of continuous improvement with robust quality assurance processes.

What the service could do better

We felt that the service could further improve the information the service held regarding the homeowners wishes and views. In particular in relation to their views and wishes regarding resuscitation, any DNACPR (DO Not Attempt Cardio-Pulmonary Resuscitation) orders that may be in place or any Welfare Power of Attorney or Guardianship. This would positively contribute to ensuring the homeowners views and wishes are fully respected.

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.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
3 Dec 2015	Unannounced	Information Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed Not assessed
27 Feb 2013	Announced (short notice)	Information Care and support Environment Staffing Management and leadership
		6 - Excellent 6 - Excellent Not assessed 5 - Very good 5 - Very good

Date	Type	Gradings										
20 Jan 2011	Announced	<table> <tr> <td>Information</td> <td>5 - Very good</td> </tr> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Information	5 - Very good	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
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Management and leadership	5 - Very good											

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