

Lornebank Care Centre Care Home Service

31 Lorne Street
Hamilton
ML3 9AB

Telephone: 01698 539440

Type of inspection: Unannounced
Inspection completed on: 25 August 2017

Service provided by:
Hudson (Lorne) Limited

Service provider number:
SP2011011699

Care service number:
CS2011301463

About the service

Lornebank Care Centre was operated by Hudson Healthcare Limited. The service was registered to provide care and support to a maximum of forty-one older people in a purpose-built building. At the time of the inspection there were forty people residing in the service.

The home is situated in the town of Hamilton and is close to local amenities and local transport links.

The objectives of the service are 'to provide a high standard of individualised care to all its service users who will live in a clean safe environment and be treated with care, dignity, respect and sensitivity to meet the individual needs and the abilities of the service user. The care service is delivered flexibly, attentively and in a non-discriminatory fashion with respect and independence, privacy and the right to make informed choices and to take risks.'

What people told us

During this inspection we received views from eight people using the service and from three relatives.

All those spoken with said they were happy or very happy with the service they received. Overall people commented positively on the care and support they received, their accommodation, relationships with staff and management.

Some of the comments we received were as follows:

- Mum loves it here - she's done really well since she's been here
- Have been involved in her care plan - every year
- Staff are very attentive
- Enjoy all the activities
- Food is quite good, get a choice and can get snacks
- I'm looked after well
- Everyone is nice here
- All staff are plain, straight forward - very good and a friend to me
- I like it here
- My relative is getting a good level of support
- Bedroom is personalised
- Accommodation is a little tired looking.

Self assessment

A self assessment was not requested as part of this inspection.

From this inspection we graded this service as:

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

What the service does well

Overall, from discussions with residents and their relatives we found that people were well cared for and supported by staff. We observed and heard positive interactions between staff and those living in the service. We noted that where support was provided, including meal times, this was being done at the persons pace and staff provided people with a sense of security at these times.

We observed how staff supported and engaged with people and observed them as being warm, caring and professional. Staff also demonstrated that they knew people well and how to support them. This included supporting people to remain as independent as possible in relation to areas such as mobility and personal care.

Care plans provided some good person centred information on individual's needs and preferences and how staff should support these. Those living in the service and their families were encouraged to be involved in the development and on-going review of these plans.

Appropriate risk assessments were used to assess nutrition, falls and skin integrity. Where a risk was identified we could see that the service took action to address this. The service had links with the local GP practice and where needed, referrals were made to other health professionals such as Dieticians and Dentists.

Those living in the service commented on the wide range of activities available to them and that these were frequently changed taking in to account people's views and preferences. Staff recruitment files showed that safe recruitment practices had been followed and new staff spoken with confirmed that they had gone through a comprehensive induction.

We spoke with a number of staff during the inspection. Staff told us that they felt supported in their jobs and that the manager was approachable.

Staff confirmed that they have access to regular training opportunities and that where any additional training was needed this would be sourced by the manager. The service had recently brought in an on-line training system and staff were currently working their way through the mandatory training modules.

A training matrix identified training undertaken by staff as well as highlighting any gaps which the manager could use to prioritise future training.

What the service could do better

Although the service had care charts in place when needed we note that the content of these could be improved. This included indicating what the expected fluid intake when a person was on a fluid chart and clear actions if they did not meet this total. Staff also need to record when they are providing people with pressure relief not only when people are in bed but also when they are up during the day. By doing this the service will be able to clearly demonstrate the care they are providing, in these areas, to meet the assessed needs of individual people they support (see recommendation 1).

We identified that the meal time experience for some people could have been better. This included people being placed at lunch tables too early and tables not being at the appropriate height for people eating their meals in the lounge area comfortably. We also noted a staff member in appropriately assisting a resident with their meal (see recommendation 2).

The accommodation was in need of upgrading. The Provider had plans in place to address this, including a new extension to the building. People living here and their relatives were aware of the proposals. During the inspection we highlighted some issues with the accommodation that needed immediate action and plans were put in place to address this.

A staff supervision and appraisal system was being established in the service we will review the effectiveness of this at the next inspection. This should allow staff and management to identify individuals training and development needs. From this exercise they would they would have a Personal Development Plan for individual staff that would show training undertaken but also individuals' future training needs. The service can then develop an effective and comprehensive training programme from this information. This will help to ensure that the service has a well-trained and effective staff team in place.

The service could improve its recording of complaints investigations. This is to ensure that they include the minutes of any meetings that were held to reach a resolution and periods of monitoring and checking with complainant to ensure everything was still resolved a period of time later. This would ensure the complainant was satisfied with the outcome and that the service had carried out any actions agreed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should ensure that all care charts are appropriately completed to demonstrate that care is being provided to individuals as assessed. National Care Standards Care Homes for Older People Standard 6 Support Arrangements
2. The service should review meal time arrangements to ensure that everyone has a positive dining experience. National Care Standards Care Homes for Older People Standard 13 Eating well

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
5 Aug 2016	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good
19 Jan 2016	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
24 Jul 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 3 - Adequate
20 Feb 2015	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 2 - Weak 2 - Weak
24 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
14 Mar 2014	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 3 - Adequate 3 - Adequate
6 Dec 2013	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 3 - Adequate 2 - Weak
18 Jul 2013	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 3 - Adequate 1 - Unsatisfactory
13 Dec 2012	Unannounced	Care and support	3 - Adequate

Date	Type	Gradings	
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
10 Aug 2012	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
28 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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