

Heatherfield Nursing Home Care Home Service

49 Bathgate Road
Armadale
EH48 2PD

Telephone: 01501 733 066

Type of inspection:
Unannounced

Completed on:
29 November 2023

Service provided by:
Holmes Care Group Scotland Ltd

Service provider number:
SP2020013480

Service no:
CS2020379129

About the service

Heatherfield Nursing Home is a care home service, which is registered to provide 24 hour care for up to 60 older people. The provider is Holmes Care Group Scotland Ltd. The service was registered with the Care Inspectorate in 2020.

The home is situated in a residential area on the outskirts of Armadale in West Lothian and is set in pleasant gardens with an open outlook across fields. The service is registered to be provided over two buildings, each divided into smaller group living units which have their own lounge, dining areas, bathroom and small kitchen. At the times of the inspection only one building was in use providing care for up to 36 people.

There is a separate building for laundry and a central kitchen where the majority of food is prepared and cooked. The service employs registered nurses and social care workers to provide care and support to the residents.

At the time of inspection, there were 34 people living at Heatherfield Nursing Home.

About the inspection

This was an unannounced inspection which took place on 28 and 29 November 2023. The inspection was carried out by two inspectors from the Care Inspectorate.

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

In making our evaluations of the service we spoke to or received feedback from:-

- 18 people living in Heatherfield, and spent time with others.
- 13 relatives
- 14 staff
- 3 professionals.

Key messages

- People benefitted from exceptionally warm and meaningful relationships with staff.
- The range and quality of meaningful activities within Heatherfield was exceptional.
- There was excellent management oversight in all areas of care and support.
- The management team valued staff and staff felt very well supported in their work.

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?	6 - Excellent
How good is our leadership?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We evaluated this key question as excellent because performance was sector leading with outstandingly high outcomes for people.

People living in Heatherfield benefitted from the exceptional quality of warm, encouraging, positive relationships with staff and everyone was treated with dignity and respect. People told us that they had a warm welcome when they first moved into the home and said, *"The staff here are excellent"* and *"I have lived here for seven years. The staff have always been very good to me"*. Staff all spoke very warmly and knowledgeably of the people living in Heatherfield and there were engaging relationships between people living in the home. This meant that people felt included and valued and we saw that these relationships provided meaningful social interaction in people's lives. Relatives told us, *"The staff are amazing"*. They all said that they were happy with the care and support and that their relative was treated kindly, with dignity and respect, and fairly. One relative said, *"Everyone is cared for with the utmost respect"*.

There was a strong sense of belonging, inclusion and involvement for people living in Heatherfield and people's living environment and experiences were personalised to suit their wishes and preferences. Staff were excellent at promoting people's rights and ensuring these were always upheld.

Staff encouraged people's independence with proactive care and support and people told us that they were encouraged to be as independent as they wished. People felt respected and listened to because their preferences, wishes and aspirations were used to shape how they were supported. We saw that people's voices were heard and contributed to decision making within the home. This included activities and events, as well as reviews of their support, menu planning, and reviews of their medication. This meant that people were able to be equal partners in their own care.

People felt connected because there were opportunities to engage with people within and outwith the home. This included inter-generational activities such as baby sensory classes held in the home when people living in Heatherfield were able to engage with local mothers and their babies, and a local 'men's club', as well as volunteers from Community Inclusion who had chosen to support participation in activities with people living in the home. This meant that people living in Heatherfield could be included and involved in their local community and helped promote their sense of wellbeing.

The range and quality of meaningful activities within Heatherfield was exceptional, and all activities were informed by the wishes, choices and aspirations of the people living there. Ongoing innovation, evaluation and review of activities ensured that there were opportunities for all people living in Heatherfield to benefit from engagement or activity which was personalised and meaningful to them. This included a wide and varied range of group activities such as exercise groups, arts and crafts, men's groups and entertainment. Regular, personalised one to one activities were also offered with staff such as reading, knitting, taking a walk in the local area or visiting the shops. Activities were sensitively tailored to people's changing health needs. Staff understood the importance of being active and encouraging and developing people's choices and activity preferences. This meant that people were able to maintain and develop their own interests, strengths and skills, and have a strong sense of their own identity.

People who wished to do so were involved in day-to-day routines within the home if and when they wished. We saw people involving themselves in the redecoration of areas of the home and heard about people involving themselves in different tasks alongside staff or tidying the garden and taking a real pride in

their contribution. This meant that people could be involved in the running of the home if this was important to them. The atmosphere within the home was interactive and cheerful and meaningful activity was an integral part of the day. There was a central activities hub so that people could spend time in a different setting when taking part in activities or enjoying the entertainment provided. People told us they looked forward to and enjoyed their activities and interactions within and out-with the home.

The service had recognised the importance of supporting people to eat well in a pleasant environment. Mealtimes were relaxed with a friendly atmosphere. People told us that the food was good and they were happy with the choices at mealtimes. Staff had a good knowledge of fortified and modified diets to ensure people were receiving the correct nutrition and hydration. This meant that people ate well and enjoyed mealtimes. Care plans were of an excellent standard, regularly reviewed, and updated as and when required, and relatives were kept informed of any changes.

The manager had an exceptional level of holistic oversight of people's wellbeing and clinical needs and professionals told us that they felt the home was welcoming and calming and that staff engaged well with them to ensure people's needs were met and their health enhanced. People benefitted from regular access to relevant professionals to support their health and wellbeing. Staff had good links with local health professionals and relatives told us that they felt their loved ones' health needs were always met, and that changing needs were quickly identified by staff. Prevention and early detection measures were in place to minimise falls and maximise wellbeing.

Because of the exceptional level of oversight and regular review of medication, and the high level of skill and commitment of staff in supporting people in a personalised way, there was little to no need for the use of 'as required' medication to reduce stress or distress experienced by people.

Relatives told us they had regular discussions with the nursing staff and were kept up to date with all their relative's care. One relative said, *"The staff are amazing with people who have dementia"*. All relatives agreed that discussions with staff focussed on relatives' achievements as well as their care needs.

How good is our leadership?

6 - Excellent

Because performance was sector leading with outstandingly high outcomes for people, we evaluated this key question as excellent.

There was excellent management oversight in place across the whole service through regular auditing and clinical governance. This included audits for key areas such as nutrition, wounds and medication management. Quality assurance including self-evaluation and a range of action plans were in place to drive continuous improvement and promote excellence throughout the service. Management were responsive to feedback and used learning to improve.

The comprehensive oversight of care supported excellent outcomes for people and people could be assured that there were robust systems in place to monitor standards of care. Actions from audits were measured and evaluated and people and their relatives were actively encouraged to give regular feedback on how they experienced their care and support. This resulted in any areas for improvement or staff development opportunities being identified and addressed and led to excellent outcomes for people living in Heatherfield.

People and their relatives told us that communication with the service was responsive and that they felt comfortable in approaching management with any concerns or requests as they were confident these would be actioned. One relative said, *"We are kept up to date with all changes happening in the home"*.

Mandatory training was in place as well as additional training opportunities to enhance the skills and encourage the development and knowledge of staff, so that people could have increased confidence in their care and support and achieve improved outcomes.

Staff told us that they felt exceptionally well supported by their manager, that there was a range of training opportunities to enhance their skills and knowledge, and that they felt confident in their role. Staff were encouraged to be innovative and achievements were recognised and celebrated. Staff felt valued because they were recognised for their contribution to the home and were empowered to participate in quality assurance. This promoted responsibility, ownership and pride in the excellent level of support provided to people living in Heatherfield and motivated staff to support people in personalised and innovative ways. There were regular staff supervisions and team meetings where best practice was discussed and shared. One member of staff told us, *"We have regular residents' meetings to give our service users a voice on their home and their care. The management team are fully supportive and will do everything in their power to enable us to do a good job"*.

Health and safety and maintenance within the home was proactive and responsive, with an exceptional level of recording, and there was a detailed action plan in place for the ongoing refurbishment of the home.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
How good is our leadership?	6 - Excellent
2.2 Quality assurance and improvement is led well	6 - Excellent

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.