

Hutton Park Care Home Care Home Service

60 Greenock Road
Largs
KA30 8PD

Telephone: 01475 673184

Type of inspection: Unannounced
Inspection completed on: 22 August 2017

Service provided by:
Hutton Park Limited

Service provider number:
SP2003000231

Care service number:
CS2008185283

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Hutton Park is a privately owned 37 bedded care home for older people situated within the North Ayrshire town of Largs. Six of these 37 places can be used for residents using respite places.

The home is a large, grand house situated on Largs shore front with uninterrupted views. The accommodation is on three floors. All bedrooms are single occupancy with en-suite facilities.

There is a lounge on each floor and, in addition, the ground floor has a dining room. The home has disabled access. Hutton Park had two lifts giving access to all three levels of the building.

The service aims and objectives state:

'Each person has basic rights and responsibilities both as a citizen and as an individual. All service users in Hutton Park Care Home have a right to:- respect, independence, choice, privacy, involvement, participation and representation.'

What people told us

We used the Short Observational Framework for Inspection (SOFI 2) to directly observe the experience and outcomes for people who were unable to tell us their views. On this inspection, we used SOFI 2 to observe staff interactions of two individuals who were sitting within the lounge during an activity to involve all residents. We viewed how staff working within the lounge environment ensured they attended to the needs of all residents without exclusion of any. We found that where there was interaction between residents and staff, residents responded warmly and often with humour, which demonstrated positive relationships.

We received positive feedback from residents and relatives. Verbal feedback was provided with lots of smiling and praise for the care and support for residents. Written feedback was also received and comments included:

'The staff at Hutton Park are exemplary without exception. They give the impression they do the job for love rather than money. They treat residents with the same love and care and respect they would show their own families. They go the extra mile at all times.'

'Recently moved in and still getting used to it and the staff are really nice.'

'Myself and my family are very happy with it all.'

'The home is beautiful and very clean.'

'I am delighted with the quality of care I have received since I moved in.'

'Everything in the home is really clean and tidy.'

'Loving the new décor. Much brighter.'

'Some of the staff are wonderful.'

'Very nice and clean.'

'Very pleasant dining room and lovely bright lounge.'

Self assessment

We did not request a self-assessment prior to this inspection. We reviewed the development plan which was being routinely reviewed, updated and implemented to continue to improve the quality of service provided to residents.

From this inspection we graded this service as:

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

What the service does well

Overall, people spoke highly of individual staff and indicated that they were generally very happy with the care and support provided by this service. Positive interactions were observed between residents and staff. Residents responded warmly to staff who demonstrated their knowledge of individuals with respect and understanding on how their individual care and support was provided to them.

Implementation of the participation strategy promoted meaningful engagement to include residents and families in decisions on how care and support should be made and delivered. Six monthly reviews were scheduled to keep care plans up to date and that current planned care for residents remained relevant and liaison with external health professionals supported systems to monitor the health and wellbeing of residents. Personal plans continued to be improved with clearer information on individual needs with evidence on how the needs of individuals were to be met in accordance with their wishes and preferences. Identified improvements for processes relating to medication systems continued to be implemented with enhanced monitoring to promote safe practice.

Residents and relatives spoke of a culture of openness with the management and staff able to be approached at any time. Meetings were facilitated with mixed response in how and when they were attended. Questionnaires were completed and reviewed by the manager with some information on actions taken to improve the service reported on the 'you said, we did' board in the main foyer.

Personalised care was being promoted with personal effects evident within bedrooms and use of laptops to support communication with life outside of Hutton Park for some residents. Some outings to events in the local and wider community was reported to support residents to feel part of everyday life.

Appointment of a new chef had enhanced residents' nutritional intake and enhanced the dining experience through provision of nutritious and varied menus. The positive impact was confirmed through weight

stabilisation, and weight gain for residents of Hutton Park who complemented the quality and presentation of the food.

Quality assurance systems, including flash meetings where information was shared, and basic audits were being utilised in an attempt to identify strengths and areas for improvement in achieving outcomes for residents.

What the service could do better

As improvements to the medication system continued during the inspection visit, where action was being taken to improve the ventilation system and ensure appropriate medication storage, this could have been more of a priority. Increased storage temperatures had recently been identified by staff as being outwith recommended guidelines. As a result, the manager had agreed to review the competency assessment of staff in relation to medication practices.

(see recommendation 1)

The keyworker system had been reviewed and continued to be implemented to support staff development and enhance outcomes for residents. This included the keyworker team for individuals taking responsibility for all elements of their residents' care and personal plans to promote all staff working together for the agreed outcomes for residents, having reviewed and incorporated all relevant information into personal plans.

(see recommendations 2, and 3)

Updates to the information systems within the home continued to promote how information was being made available for residents to support their understanding.

(see recommendation 4)

Whilst clear systems were being used in the quality assurance process to obtain feedback and areas for improvement, there was room for improvements on the effectiveness of this information. It is worth noting, although the service had been performing very well and acting to continually drive improvements, it is also necessary to review how these improvements had impacted on the quality of care for residents and the demands placed on staff. This could support identification of alternative priorities.

(see recommendation 5)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 5

1. Monitoring of medication systems and competency of staff assessments should be enhanced to ensure appropriate practice of staff support outcomes for residents.

National Care Standards, Care Homes for Older People - Standard 15: Keeping well - medication.

2. The keyworker system should be developed to ensure residents' care plans are fully implemented and that staff have the time to undertake their responsibilities.

National Care Standards, Care Homes for Older People - Standard 6: Support arrangements.

3. Personal plans should include individual health needs of service users and how these are to be met.

National Care Standards, Care Homes for Older People - Standard 6: Support arrangements.

4. Information and communication should be provided to residents in a format that is appropriate for their needs.

National Care Standards, Care Homes for Older People - Standard 6: Support arrangements.

5. Enhancement of monitoring the quality of record keeping processes could more effectively and clearly identify gaps and areas for improvements. This includes, but is not limited to, minutes of meetings, effectiveness of training and development of audits to ensure reflection of the quality of the service is provided.

National Care Standards, Care Homes for Older People - Standard 5: Management and leadership.

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	
21 Jan 2017	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
27 Feb 2017	Re-grade	Care and support	Not assessed
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
24 Aug 2016	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
11 Dec 2015	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
4 Aug 2015	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
20 Feb 2015	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
3 Oct 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

Date	Type	Gradings	
28 Oct 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
4 Dec 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
21 Sep 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
1 Jun 2011	Unannounced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
13 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
19 Aug 2010	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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