

Bagatelle Care Home Service

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Type of inspection:
Unannounced

Completed on:
14 December 2023

Service provided by:
Greenock Medical Aid Society

Service provider number:
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Service no:
CS2003010200

About the service

Bagatelle is a care home for older people situated in a quiet residential area of Greenock, near local amenities including shops, bus routes, trains, and ferry links. The service provides nursing care for up to 39 older people. At the time of the inspection there were 37 people living in Bagatelle.

The service is provided in a traditional detached villa which has been converted and extended into accommodation over two floors in the main home, and over three floors in the extension. Bedrooms are single rooms, some ensuite, and the service is currently exploring the addition of further ensuite facilities.

There is one larger and one smaller dining room located on the ground floor. The service has enhanced other lounge areas to support small group living where people can choose to dine or relax. These areas are available throughout the home.

About the inspection

This was an unannounced inspection which took place on 13 and 14 December 2023. Two inspectors from the Care Inspectorate carried out the inspection.

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

This was a pilot inspection to test a new way of confirming that better performing, low risk services, are continuing to provide good quality care and support.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, the setting, and planned care/support.

We confirmed that the previous evaluations of very good (How well do we support people's wellbeing), and very good (How good is our leadership), had been maintained. We know this because, on this inspection we:

- spoke with three people using the service, and two of their friends and family members
- spoke with ten staff and management
- observed practice and daily life
- reviewed documents.

Key messages

Legal assurances

We found that people are safe and protected from harm because the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place.

Wellbeing

The service supported people to maintain their wellbeing by having a range of policies in place which supported good practice. All staff undertook adult support and protection (ASP) training. We found that staff had a good understanding of how to protect people and when to report concerns. Since the last inspection, the service had made one notification to the care inspectorate which had been managed well. This had been notified to us as an incident report. During the inspection, we advised the service on the usage of the correct assessment of events and use of the correct care inspectorate notification form.

People were kept safe from the risk of infection as staff had a good understanding and knowledge of infection prevention and control (IPC) procedures. The service conducted regular competency checks of staff IPC practice, and staff completed and updated their IPC training annually.

People's finances were not directly managed by the service. People do have money held in individual accounts to pay for items such as daily newspapers, or the hairdressing services. This was a comprehensive and well monitored system. Monthly statements meant families were always aware of money being spent, and the balance of their loved ones account, to help them ensure their relative was always able to pay for services they wanted.

People's health and wellbeing benefitted from safe and effective medication management practices. There was a robust overview of medication by the management team to review medication being taken by people; meaning people could be sure they were receiving medication that is right for them. We observed people being supported with their medication needs in a dignified and respectful way.

People we spoke to, and their families, told us they were able to stay connected with those important to them, and to keep in touch with the local community. We saw evidence of this in people's activity care plans.

Leadership

The service had robust policies in place to manage and record accidents, incidents, and complaints. The manager and staff understood their responsibilities to report and record incidents. Effective processes were in place to escalate concerns to professionals where necessary.

There was a robust and dynamic service development plan in place, and this was being informed by regular quality assurance audits which are being undertaken by management. Feedback was sought from people using the service about improvement. This formed aspects of the service development plan and was acted on by the service. This means people can be confident they are being supported by a provider which seeks to continually improve the service they deliver to people.

There had been no formal complaints or concerns made to the service since the last inspection. People and relatives we spoke to told us they were confident that if they needed to raise concerns these would be taken seriously and acted upon by the management team.

Staffing

People were kept safe because the service had effective recruitment practices in place. This aligned with the Safer Recruitment through Better Recruitment guidance from Scottish Social Services Council (SSSC) and the Care Inspectorate (CI). The service used competency based interview techniques to ensure they were recruiting staff with the skills and knowledge to meet people's needs.

We saw evidence that there was a thorough induction programme in place for staff joining the service. This had recently been reviewed by management to ensure it was more closely aligned to staffs' job description. Staff told us that during the induction period they were mentored by a more experienced member of staff, and were given time to become familiar with people and their needs before supporting them on an individual basis.

Planned Care and Support

The service used an on-line care planning system. We saw that thorough assessment of people's needs had been carried out prior to admission to Bagatelle. Risk assessments had been used well and informed decisions about people's care. These were reviewed regularly. These activities supported the development of personal plans which detailed people's care and support needs. We saw that personal plans contained a lot of information about how people wanted to be supported, and their likes and dislikes. This means people can be confident staff have the correct information on how to support people well and meet their needs.

People's care and support was reviewed every six months or sooner if needed, for example, if there had been a significant change to their wellbeing. Family members had been involved in the review of their relatives care and were able to advocate on behalf of their loved ones if people chose not to be involved in the review of their care. People we spoke to, and their families, told us staff know them well and support them in a way that meets their needs and wishes.

Setting

The home was clean, tidy, free from malodours, and presented in a homely way. Furniture and fixtures were in a good state of repair. We saw evidence that repairs were being made in a timely manner by the maintenance team. They had access to trade cards to purchase materials to ensure repairs were completed swiftly.

All maintenance and safety checks were being completed regularly and being recorded by the maintenance team. Any actions needed were being addressed by the maintenance staff or an outside contractor, if required. Equipment was in plenty supply and we saw evidence this was being regularly cleaned by staff. All equipment was being appropriately checked in line with moving and assisting guidance. This means people can be confident they were living in a safe and comfortable environment.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

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