

# Hawkhill House Nursing Home Care Home Service

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Milltimber  
AB13 0DQ

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**Type of inspection:**

Unannounced

**Completed on:**

19 December 2019

**Service provided by:**

Caring Homes (TFP) Group Ltd

**Service provider number:**

SP2015012608

**Service no:**

CS2015342220

## About the service

Hawkhill House Nursing Home is a care home service situated in Milltimber, a residential area on the western periphery of Aberdeen. It is surrounded by well established gardens. The service is registered to provide a care service for up to 41 older people. Nursing care is provided. There were 36 people resident at the time of our inspection.

The service states in their commitment to care: "We strive to enable our residents to continue living full and active lives, providing personalised care and support as and when it's required".

This service has been registered since 29 August 2016.

## What people told us

The views of people have greatly informed our inspection. We sent 10 Care Surveys to the manager for random distribution to residents, 10 for families, and 20 Care Standards Questionnaires (CSQs) for staff. We received seven completed Care Surveys back from residents, nine from families, and 14 CSQs from staff. Everyone indicated that, overall, they were happy or very happy with the quality of care they received at Hawkhill House Nursing Home.

We spoke with residents, families, and visiting professionals, both formally and informally, during our inspection. We used the Short Observational Framework for Inspection (SOFI2) which helps us to capture the experience of people using the service who may not be able to tell us about their experience. We also gained views from the residents' reviews. Comments from people included:

- "Comfortable, clean and tidy, and well managed home."
- "The staff are absolutely lovely, one and all."
- "Pleasantly surprised by how good the staff are."
- "Communication is excellent. They are always doing activities - we are delighted about the activities. There are now weekly outings. I am delighted my mother is living here."
- "Throughout my husband's stay and at the end of his life, the care both he and the family received was wonderful. The rooms were always spotless, the staff lovely and loving and involved, information always readily available and the home is 'couthy'. I have high praise for the manager. She is a wonderful manager to them all. She is totally resident-centred. She is cosy, warm, and always on the go. The chart on wall saying what they've been doing every day was very reassuring. There was always lots of activities going on. The nurse who cared for my husband at the end was really nice and understanding. The family were all with him. She demonstrated regular turning, spoke to him the whole time, good training, compassion, kindness. I have nothing but praise for the care home. They 'hide their light under a bushel'."
- "Food is very good, just what they like, nothing fancy, just as he likes it."
- "We have had a seamless move here. I am especially pleased they have moved mum's room so she can be near her friend. So pleased she has made friends already. Whenever I visit, staff always know where she is. They are so good, I can't fault the care at Hawkhill."

- "I have confidence in the home. They know what they are doing. I have not had any big problems but am confident they would resolve any problems. They phone me for anything, like when he banged his elbow and his skin was damaged. They are really good and respectful."
- "My mother is very healthy living in the home and is content. The staff take very good care of her."
- "My mum has good care and support and is well looked after."
- "The staff are looking after my mum very well."
- "More staff to enable more time for individual interaction."
- "I feel they are sometimes understaffed but work well to get everything done."
- "The staff do a good job but, as I said earlier, more boots on the ground would improve things even more and residents would be attended to quicker."
- "We have always got on well with the staff. I can talk to them if I have any worries about my mum. They often come to chat when we visit and if they have any concerns about my mum they will come and have a chat with me."
- "Could do with more staff at the weekend."
- "Staff very good and knowledgeable."
- "The manager does run a tight ship and has also been quite attentive to my mum. She is very approachable and helpful. I have also found her to be very pleasant and polite and what she says she tends to do."
- "The manager and staff are approachable and listen to any comments and concerns I may have."

We concluded that people were very happy with the overall quality of the service provided at Hawkhill House Nursing Home.

## 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?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

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

## How well do we support people's wellbeing?

**5 - Very Good**

We evaluated the service as performing at a very good level. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

There was a very relaxed atmosphere in the home. People were given care from experienced, friendly staff with warmth, dignity, and respect. People's needs were well known by the staff. We saw staff taking their time with residents, providing reassurance and being encouraging. They were always using people's names which helps to get, and retain, their attention, as well as being respectful. People experienced relaxed dining. The service should aim to increase people's ability to do more things for themselves, such as pouring cold drinks, milk, and sugar. We will monitor this at future inspections.

People could be reassured that the staff worked well to reduce any stress or distress people may have experienced. For example, staff spent time with one person discussing her love of dogs and moving the conversation on gently. Consistent staffing and increased staffing helped reduce any stress and distress people may experience. There were times when the buzzers seemed to be activated for long periods. The manager agreed to look at this and to ensure staff were aware to silence the buzzers as soon as they responded to a call. We will monitor this at future inspections.

People's health and wellbeing was properly monitored and staff made very good use of a wide multi-disciplinary team (MDT), including specialist health professionals. Staff reported good working relationships with the MDT. Residents' medication was properly managed. We saw that clinical aspects of residents' care were well met, with good oversight and monitoring by the nurses and management. Staff were picking up very early signs of people having possible infections, such as urine and chest infections. This meant prompt attention could be given to reduce the effects of the infection on the person.

There was a real drive for continuous improvement in the care of residents in Hawkhill House Nursing Home. Following proper consultation with health professionals, the service had developed the use of light box therapy for some people. There had been some very positive successes with some people showing good improvement in their mood and ability to socialise and join in activities. Furthermore, the service had organised an event at which this good practice was shared with other care home services in the Aberdeen City area. The care home had also taken part in a Care Home Independent Pharmacist Provider study. This helps to improve people's wellbeing and quality of life by having an independent pharmacy prescriber which allows care home residents to get prescriptions quicker. These areas all contribute to support people's positive health and wellbeing.

Being meaningfully occupied also contributes positively to good health and wellbeing. People experienced lots of different activities, both in and out of the home, physical and sedentary. Activity coordinators and the care staff were supporting people with a range of activities. Activities were provided seven days per week and included both group and individual activities. The home had worked hard to develop community links with a local primary school. Residents thoroughly enjoyed a planned visit from the school children during our inspection. The service could look to increase some people's movement, such as walking short distances before making use of wheelchairs. We are sure the planned coffee area being developed in the sun room will be most welcome by

residents and visitors. The upstairs kitchenette is being advertised better so that residents, families, and visitors know that it is there for them to use.

The management shared plans to provide a secure enclosed garden which people can freely access and enjoy. We look forward to seeing this at our next inspection. An upstairs bathroom was to be refurbished with new flooring. New furniture had been ordered for the conservatory which would provide more comfort for residents. Radiator covers were being measured during our inspection and were to be ordered and fitted very soon after our inspection. These are required because the radiators were very hot to touch and were of high risk of causing burns to people. The senior management provided reassurances these would be carried out as a priority.

### How good is our leadership?

This key question was not assessed.

### How good is our staff team?

This key question was not assessed.

### How good is our setting?

This key question was not assessed.

### How well is our care and support planned?

**5 - Very Good**

We evaluated the service as performing at a very good level. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

Staff continued to know the residents well, including their needs, likes, and dislikes. We saw that risk assessments were in place, where needed. These were reviewed regularly and generally when a person's needs changed. This helps to ensure risks for people were properly managed. People who were involved in accidents and incidents had their care plans properly assessed to ensure they remained relevant to that person and to reduce the risk of harm to the person.

Residents' personal plans should be right for them. It should set out how their needs will be met, as well as their wishes and choices. We found that the information in the care plans was good and provided most personal details about the individual resident's needs and preferences. Further details were needed to make sure all care plans were focused on the individual resident's preferences and needs, such as the known triggers for distress and actions to be taken to prevent distress or support the person when distressed. This will support the current good practice residents are given by staff and help to ensure consistent practice. We will look at this in future inspections.

Residents or their representatives were involved in regularly reviewing and updating the care plans. The care staff were now joining the nurses in the care reviews along with residents and relevant others. This ensures people are fully involved with how their care needs are met. This demonstrates that residents' personal plans were right for them. They set out how the residents' needs will be met, as well as their wishes and choices. The manager was working with staff to further improve the recording to ensure it always focused on the outcomes for people.

We saw that the wound care documentation continued to be used well by staff to monitor residents' skin, for example. The organisation's Care Management Tool (CMT) used by the management was highly effective in ensuring that people at high risk, in areas such as weight loss, were very closely monitored. This meant prompt action could be taken. The CMT also helped the management to monitor trends. The CMT had demonstrated a reduction in falls, for example.

The different wings in the home had been given names which gave a more homely feel to the service. Disappointingly, some of the documentation used by staff still needed to be updated to these new names to help ensure a consistent approach used to identify locations.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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