

# Bridge View House Nursing Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
28 August 2023

**Service provided by:**  
Tayside Care Limited

**Service provider number:**  
SP2005007567

**Service no:**  
CS2003010712

## About the service

Bridge View House Nursing Home is a care home service for older people provided by Sanctuary Care Limited. The home provides care for a maximum of 43 older people. Bridge View House is located to the west of the city centre in Dundee. The home consists of the original two storey house and extensions. There are attractive views over the River Tay from the front of the house.

## About the inspection

This was an unannounced inspection which took place on 28 August 2023. The inspection was carried out by one inspector 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. This report should be read in conjunction with the previous report dated 31 July 2023.

In making our evaluations of the service we:

- spoke with 11 people using the service
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- People living in the care home were happy and settled.
- The staff team knew the people they were caring for very well.
- We observed kind, caring interactions between people living in the home and staff.
- We received really positive feedback about the quality of the meals.
- Medication management had improved.

## 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?	4 - Good
How good is our leadership?	4 - Good

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

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

4 - Good

This inspection focussed on improvements required from the inspection on 31 July 2023. We have detailed the progress in these areas under the following section of this report:

- what the service has done to meet any requirements and areas for improvement we made at or since the last inspection.

We have re-graded the service in recognition of the requirements and area for improvement met. Grades have been moved upward, as we evidenced that the previous grade of 'adequate' is now 'good'.

## How good is our leadership?

4 - Good

This inspection focussed on improvements required from the inspection on 31 July 2023. We have detailed the progress in these areas under the following section of this report:

- what the service has done to meet any requirements and areas for improvement we made at or since the last inspection.

We have re-graded the service in recognition of the improvements in the quality assurance systems resulting in the service meeting the requirements and area for improvement. Grades have been moved upward, as we evidenced that the previous grade of 'adequate' is now 'good'.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 27 August 2023, you must ensure that service users are provided with nutritious meals, snacks and drinks in accordance with their nutritional preferences.

This is in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning.' (HSCS 1.33)

**This requirement was made on 31 July 2023.**

**Action taken on previous requirement**

We were satisfied from our information gathered, feedback from people spoken with and observation of mealtimes that the overall quality of meals had improved.

The manager has introduced a weekly meeting with the chef to discuss the meals. Mealtime feedback questionnaires have been circulated seeking comments on the types of food people want on the menu and how they would like these to be cooked.

Feedback from people spoken with indicated that they were now overall enjoying their meals, they welcomed being involved in menu planning and being asked for feedback. We observed the evening meal being served in the two dining rooms; staff were seen to offer a visual choice of food and support people to enjoy their meal. Comments from people included: "the food is lovely, we always get plenty to eat", "I'm much happier now and look forward to me meals" and "I'd lick my plate if there was no-one else in the room with me".

**Met - within timescales****Requirement 2**

By 27 August 2023, the provider must ensure that medication is managed in a manner that protects the health and wellbeing of service users.

To achieve this, the provider must:

- ensure management of controlled drugs is in line with best practice guidance.

This is in order to comply with Regulation 3, Regulation 4(1)(a) and Regulation 4 (1)(b) and Regulation 4(1)(b) and Regulation 5(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24)

**This requirement was made on 31 July 2023.**

**Action taken on previous requirement**

Since the previous inspection, the manager has met with all staff responsible for the administration of medications and carried out competency checks on their practice to ensure they are adhering to best practice guidelines. Enhanced stock checks of controlled drugs are being carried out three times a week by management to ensure safe record keeping is being adhered to. Documentation and accountability training has also been delivered to staff to remind them of their responsibilities when recording controlled drugs.

We checked the controlled drugs stocks and found these reflected the actual balances in the register.

**Met - within timescales**

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To promote opportunities for daily meaningful activities for all people who use the service, the provider should review the way in which these are planned and facilitated. Account should be taken of the abilities and preferences of each person. Participation in activities should be recorded and evaluated in an outcome focused manner, to review if the activity was a success for the person. Outcomes should be regularly evaluated to ensure they continue to meet each person's needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors.' (HSCS 1.25)

**This area for improvement was made on 31 July 2023.**

#### Action taken since then

Feedback from those spoken with confirmed people were happy with the activities on offer and that there was always plenty for them to do which they enjoyed. People commented that they never had time to get bored, as there was always something to keep them busy. People were involved in planning activities, and this was a regular item discussed at meetings to ensure activities are meaningful to people.

People's care plans also contained details of spiritual, cultural and social needs.

This area for improvement has been met.

### 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

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