

# Tigh-Na-Muirn Limited

## Care Home Service

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Telephone: 01382 532357

**Type of inspection:**

Unannounced

**Completed on:**

18 February 2020

**Service provided by:**

Tigh-Na-Muirn Limited

**Service provider number:**

SP2013012083

**Service no:**

CS2013317806

## About the service

This service was registered with the Care Inspectorate on 24 February 2014. The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

During this inspection we used the 'Health and Social Care Standards' to help evaluate the quality of service provided and people's experiences. The standards can be accessed at [www.gov.scot](http://www.gov.scot).

Tigh-Na-Muirn Limited is a very well established care home for older people in the seaside Angus village of Monifieth. It is registered to provide 24 hour care and support for a maximum of 59 people in 55 rooms. The home provides a very high standard of accommodation. People using the service are encouraged to personalise their rooms to their choosing. There are several dining areas and sitting rooms throughout the home to accommodate the choice and wide ranging needs of people using the service. The surrounding gardens and outdoor facilities are an additional asset.

This service and the people living here, benefit from strong and experienced leadership which has resulted in excellent quality assurance and control. As a result we can be confident in current standards being maintained. There were 55 people living in Tigh-Na-Muirn at the time of our inspection visit. Throughout our visit we witnessed all staff delivering a service in an informed and professional manner which demonstrated respect and compassion and resulted in people being content, occupied and very well supported.

Choice, promoting independence and maintaining dignity are the main aims of the service. The focus is on the comfort and wellbeing of people living here. The involvement of people using the service, relatives and representatives is an integral part of planning and assessing care and support. Provider information can be found on their website at [www.tighnamuirn.co.uk](http://www.tighnamuirn.co.uk)

## What people told us

This inspection benefited from support from our inspection volunteer scheme.\* Resident's views were gathered throughout our inspection visit.

We received fifteen completed Care Standards Questionnaires (CSQs) from people using the service and their families and friends. Most returns highlighted that people strongly agreed that the quality of every aspect of service provision, was of a very high standard.

We spent time speaking with people during the inspection. The views of people who responded to our care standard questionnaires, and who spoke with us are reflected here. We also spoke with members of the staff team and a visiting health professional. During the inspection we had the opportunity to speak with fifteen people using the service. We carried out SOFI 2\*\* observations involving five people and over a lunchtime. It was a pleasure to witness the quality of staff interactions with residents. At all times staff were discreet in providing assistance and/or supervision. The value in mealtimes providing an opportunity for people to socialise was used to it's full advantage with humour and inclusion evident in abundance. Staff skilfully supported resident's independence and decision making. It was reassuring to see no assumptions were made. As a result we could see people enjoying their meals and drinks in a relaxed and pleasant atmosphere.

Feedback was overwhelmingly positive and comments included:

"First class, every single member of staff are caring and compassionate. My relative was a bit down when (they) first arrived but everyone makes an effort to speak to (them) and cheer (them) up"

"I would like to see more 24/7 nursing as nurses currently work Mon-Fri 9-5, outwith those hours staff sometimes need to phone out of hours NHS for advice"

"The staff are fully aware of (my relative's) health, wellbeing needs and cater to our satisfaction as a family"

"The home did all they could to support (my relative's) wellbeing. Many of the staff are exceptional in the care they showed...."

"I have no complaints about this home but it's very expensive"

"My relative) is well cared for in the home and any incidents are reported to me"

"Staff are very kind and obliging"

"Brilliant! I am very pleased with the relationship my (relative) has made with staff. (They are) always treated with a caring, patient and good humoured attitude. As are (the family) when we visit"

"Senior carers/leads are excellent with care - entertainment team are great at engaging with residents during activities. All staff work well together as a team. Cleaners do an excellent job of maintaining residents' rooms"

"Excellent, caring and exceptional staff. Staff communicated well with myself and went out of their way to be supportive. My (relative) was frequently on 15 minute checks that they did adhere to"

"The home is always immaculate and fresh smelling...."

"Lovely home - more like a hotel in look/feel. Food is excellent - have joined (my relative) for a few meals. Laundry do a good job and (my relative's) possessions are always returned to (them) like new. Only comment is dining area chairs - these are frequently washed..... but often the chairs don't feel/smell fresh"

"Provides the perfect setting"

"I am involved in all decisions, appointments and informed of any changes. I am contacted if there is a problem and I am also involved in reviews. I am contacted again with feedback from my reviews. My relative is also taken to and from appointments without me worrying"

"Staff have been excellent at dealing with dementia changes and organising new medication. As a carer it can be stressful 'though to receive calls about changes/incidents and it's better to have regular reviews than ad-hoc calls"

"Care and support was excellent, although it isn't a nursing home it was very beneficial having nurses involved in (my relative's) care"

"Very good leadership team who work hard to maintain high standards for residents. Leadership training all staff well. They could, however, sometimes be more aware of carer/relations and their emotional support through changes in resident"

"I feel quite relaxed there's not much noise. Very Good outlook - no pressure"

\*An inspection volunteer is a member of the public who volunteers to work alongside care inspectorate inspectors during the inspection process. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who uses or has used services. The inspection volunteer's role is to speak with people using the service (and potentially their family carers, friends or representatives) being inspected and gather their views. In addition, where the inspection volunteer makes their own observations from their perspective as a recipient or a carer, these may also be recorded.

\*\*SOFI 2 is a Short Observational Framework for Inspection. We use SOFI 2 as a tool to assist us in directly observing the experience and outcomes for people who are unable to tell us their views.

## 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?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	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**

People using registered care services can expect to experience high quality care and support where they and/or their representatives are fully involved in decisions made about their care and support. We would expect that people were treated with dignity and respect and were reassured to observe a great number of very sensitive interactions from care staff, activities staff, ancillary staff and management. We were strongly encouraged by the extremely positive feedback we received before and during the inspection. As a result we evaluated care and support as excellent.

Our discussions with staff demonstrated an excellent understanding of the individual assessed needs of the people in their care, and how to provide care and support. We observed people being assisted to maintain their dignity and identity. The service excelled in promoting community involvement, striving to maintain people's links with their community eg: social links, community clubs, church and developing opportunities outwith the home to maintain their interests and identity. For one person on the day of our visit, this involved an extra member of staff being drafted to accompany them to a local business where they could chat in their first language and enjoy a treat.

The service continues to strongly support the use of technology to connect with family and friends, with Skype and other online forums being used to very good effect. This approach enabled much involvement and continued participation to maintain family links and friendships.

Medication care plans included extensive information about signs and symptoms, indicators for treatment and potential side effects. As a result, staff were very clear about their role and a consistently high standard was being achieved in terms of people getting their medication as prescribed and reviewed as a matter of routine. Our discussions with staff highlighted their awareness of the importance of pain control as fundamental to planning care and support in order that people could enjoy their day.

People living with dementia appeared settled and calm, moving through the home freely. Where support was needed, staff were available, skilled and unobtrusive, which meant that people living with dementia could fully engage with activities in an individualised and meaningful way. We saw exceptional staff presence throughout the home. We saw staff taking time to chat with people, involve and encourage conversation, or take part in a meaningful activity (individually or as a group). We observed a lot of one-to-one time being spent with people and their visitors. People were seen to be listened to, and when assistance was required this was carried out promptly in a discreet and respectful manner.

Care plan reviews continued to be held and people using the service, their relatives or representatives were invited to attend and took part in making decisions about their care. The electronic care plans were very detailed and person-centred. Information was meaningful and the plan of care was regularly evaluated along with the person or their relative or representative. People using the service and staff had access to the home's own general and mental health nurses and held regular discussions regarding practice and how to support and encourage better outcomes for people in a very practical and meaningful way. As a result, people using the service benefitted from responsive and informed care and support. We were further reassured by the efforts to ensure training was provided where service development and new knowledge was needed to for successful forward planning.

We spoke with a visiting health care professional who gave extremely positive feedback about the quality of care provided by the staff and management; saying that the staff and management were enthusiastic, skilled and strived to maintain a high quality service resulting in excellent outcomes for people that was very person-centred. These outcomes included recognition of significant changes in condition and a quick response which mitigated risk to health and wellbeing as well as the routine review of instructions recorded within support plans.

We were impressed with how the service continually identified areas in which they wanted to further develop in order to promote the wellbeing of the people they supported. At the time of our inspection this included specific diagnosis led training to support someone living with a complex life shortening condition. Management focussed on ensuring staff performance was of the highest standard resulting in people using the service getting what they wanted and person-centred care, which they saw a pivotal to delivering best practice. The provision of training and the guidance and support available to staff secured good practice could be sustained.

It was very clear that the service and the support people using the service received from the staff and management at Tigh-Na-Murin, has continued to result in excellent outcomes for people.

## 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?

**6 - Excellent**

People using registered care services and or their family/representatives can expect to be fully involved in assessing their needs and care planning should reflect people's needs and wishes. This should be supported by the right staff and be carried out on a regular basis. The involvement of people using the service, relatives and representatives is fundamental to planning and assessing care and support. Care planning at Tigh-Na-Murin was excellent. The electronic system began with the individual and their expectations of care and was supported by easily accessible policy and procedures. We could clearly see that, by focusing on everyday life skills and the promotion of individualised care, staff supported people in a holistic and person-centred way. There was a strong focus on meaningful activity and exceptional resources available to carry out activity as an integral element to the way care and support planned.

Care plans were very detailed and were outcome focused. This ensured people were being supported to achieve personal goals in a very a positive and enabling way. As was observed during our visit. The service excelled in promoting community involvement, striving to maintain people's links with their community. We were further reassured by the availability of staff which mitigated the risk of planned activity being cancelled or postponed. People using the service and their families were included in both the development and evaluation of the care plans wherever possible.

We were further encouraged by staffs' understanding of the value in maintaining good records and the role a good support plan has in communicating a person's wishes and in maintaining their identity. Staff also verified through discussion an excellent awareness of the principles of the health and social care standards, their role and responsibilities and how training and teamwork were vital in the planning and delivery of care and support..

## 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?	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 benefits from their care and support	6 - Excellent
How well is our care and support planned?	6 - Excellent
5.1 Assessment and care planning reflects people's planning needs and wishes	6 - Excellent

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