

Bridge View House Nursing Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
22 January 2025

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 21 and 22 January 2025. The inspection was carried out by one inspector from the Care Inspectorate and an inspection volunteer.

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.

In making our evaluations of the service we:

- spoke with fifteen people using the service and three of their family/friends/representatives
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- reviewed questionnaires completed by people using the service, their relatives and staff.

Key messages

- People experienced warm and compassionate care.
- Mealtimes were relaxed and staff supported people with dignity and kindness on a one-to-one basis where required.
- The care team had effective oversight of people's healthcare needs and were responsive to changing needs.
- Detailed recruitment checks were undertaken to ensure staff were recruited safely and continued to remain suitable for working with people.
- Staff felt well supported, confident and competent in their roles.
- The detailed quality assurance system prompted a culture of continuous improvement.

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 staff team? | 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?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People living in the home and their families told us that they were happy with the care and support received. One person commented "I'm very happy living here, staff pop in and out to keep an eye on me. They're all very kind. The staff go above and beyond to make sure I'm OK". Relatives' comments included: "I can't fault any of the staff, they are all so good and kind. I know my relative is well looked after and that's such a relief for me" and "I have no complaints, I'm really happy with everything".

We saw that people were treated well, with dignity and respect. We observed many kind and caring interactions between staff and people living in the care home. Staff clearly knew people well and understood how best to support them.

People enjoyed a tasty, varied and well-balanced diet. They could choose from a range of meals, drinks and snacks. People told us that the quality of meals were very good. Comments about the quality of the meals included: "The food is really good. We get plenty to eat and if I want something else it's never a bother to them" and "I get whatever I fancy to eat, the cook comes and has a chat with me to make sure I'm happy with my meals."

The mealtime experience was calm and relaxed. People could choose where they ate their meal and staff worked well to ensure that everyone had the support they needed.

It is important that people have opportunities to be involved in meaningful activities which helps enhance their health and wellbeing. The service had a dedicated activity team who were also supported by care staff. There was a good range of opportunities for people to take part in meaningful activity, both within the home and local community. People spoke highly of the activities available to them. One person commented "I go out into the garden whenever I fancy, there's always something going on to keep me busy".

It was evident that the service maintained good links with external health professionals. The home was supported by regular visits from the local GP surgery. In addition, people were supported to access to other health professionals such as to podiatry, dentist and optician appointments.

We were assured that people were getting the correct medication that they needed for their health and wellbeing. The home had good systems and processes in place to manage and administer people's medication. This meant people could be confident that any treatment or intervention they received was safe and effective.

People using the service were consistently involved in the development and improvement of the service. Regular care home group meetings took place, and these were well attended by people using the service. People had given their views on a range of topics including activities, meals and decoration. There was evidence that changes were frequently made as a result of these views. We were confident that people's needs and wishes were the focus when decisions and improvements were being made.

How good is our staff team?**5 - Very Good**

We evaluated this key question as very good. We found people were supported by the right number of staff who had the right level of skill to meet people's assessed needs.

People benefitted from staff who were compassionate and caring and they could be assured that their care and support was a priority. They told us that staff were kind and caring and that they were very happy with their care.

We observed staff to support people with warmth and kindness. Relatives felt welcomed by the staff and management team when they visited. They spoke positively about the care their family members received. Their comments included: "It's wonderful, no complaints, they keep me updated and I appreciate that" and "The staff go above and beyond to make everything alright for me and my relative, I couldn't ask for better".

Staff told us they enjoyed their jobs and demonstrated that they understood their roles and responsibilities. Comments from staff included: "It's a really good staff team, we get on well", "I started a few months ago and I received training and shadowed others to get to know my job", "Communication is really good between us all and management" and "We look after each other really well".

People received good quality and responsive care because there was effective communication, good working relationships and a flexible staff team.

The service demonstrated they had sufficient staffing levels with the right mix of skills, and this meant people could be confident that they would be safely supported by staff who were competent and who had a good knowledge of their needs.

We sampled staff files which showed that safe staff recruitment was in place. This included ensuring PVG (Protection of Vulnerable Groups) safety checks and satisfactory references were received. The manager was aware of ensuring that all Home Office requirements were met, when necessary.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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 staff team? | 5 - Very Good |
| 3.3 Staffing arrangements are right and staff work well together | 5 - Very Good |

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