



Mental Welfare Commission for Scotland

Report on unannounced visit to: Dun Eisdean Care Home
Dementia Care Unit, 44 Westview Terrace, Stornoway, Isle of Lewis HS1
2LD

Date of visit: 30 November 2016

Where we visited

Dun Eisdean is a registered care home run by the local authority. The dementia care unit has 10 permanent and two respite places. There are 24 permanent places in the main part of the care home, and two respite places. We have not visited this service before.

We consulted the care inspector on the Western Isles about the range of care homes we might visit on the islands, and she felt the dementia care unit in Dun Eisdean was most appropriate to our visit programme. She did not highlight any particular issues.

Who we met with

We met with and/or reviewed the care and treatment of three residents and met with two relatives, one of whom was also a welfare guardian.

We spoke with the unit manager and spoke to several members of staff on duty throughout the visit.

Commission visitors

Tony Jevon, Social Work Officer

Kate Fearnley, Executive Director (Engagement and Participation)

What people told us and what we found

Care, treatment, support and participation

The relatives we interviewed told us that staff are “fantastic, wonderful, and very caring” and that their relatives are always “immaculately dressed”. One relative told us she feels staff really respect her mother and maintain her dignity. She visits very regularly and always finds the home “spotlessly clean”.

We looked at several ‘Do Not Attempt Cardiopulmonary Resuscitation’ forms to check they were current, and there had been consultation recorded with guardians and close relatives. In every case we looked at this was so.

A copy of the certificate recording the guardian's powers was available in the resident's file.

There was evidence of good physical healthcare, and good palliative care where appropriate. A liaison dementia nurse visits the unit regularly and the manager told us this nurse and the consultant psychiatrist provide good input when requested.

Use of mental health and incapacity legislation

Certificates of capacity to authorise treatment completed by the GPs were in the files we looked at, but there were no accompanying treatment plans. We asked the care home manager to speak to GPs about this.

The welfare guardian told us she is kept well informed, and consulted appropriately. We were also able to confirm this in the notes of other residents reviewed.

Rights and restrictions

We saw that the care home was using the Mental Welfare Commission's covert medication pathways appropriately.

Activity and occupation

At the time of our visit there was an activities coordinator working three days a week. The manager has plans for the dementia unit to become more specialist and for staff to develop their skills in this area. To achieve this, the activities coordinator is going to another Western Isles dementia care unit at Harris House to get further training.

At the moment there are organised outings every second week, and the manager told us she plans to increase their frequency.

The physical environment

The care home was built in 1979, but has been well maintained, and the interior décor has recently been refurbished. The corridors are painted in bright colours with different colours for each unit, aiding navigation. Dementia friendly signage has been used throughout the building.

Recommendations

There were no recommendations made as a result of this visit.

A copy of this report will be sent for information to the Care Inspectorate.

Kate Fearnley

Executive Director (Engagement and Participation)

About the Mental Welfare Commission and our local visits

The Commission's key role is to protect and promote the human rights of people with mental illness, learning disabilities, dementia and related conditions.

The Commission visits people in a variety of settings.

The MWC is part of the UK National Preventive Mechanism, which ensures the UK fulfils its obligations under UN treaties to monitor places where people are detained, prevent ill-treatment, and ensure detention is consistent with international standards

When we visit:

- We find out whether individual care, treatment and support is in line with the law and good practice.
- We challenge service providers to deliver best practice in mental health, dementia and learning disability care.
- We follow up on individual cases where we have concerns, and we may investigate further.
- We provide information, advice and guidance to people we meet with.

Where we visit a group of people in a hospital, care home or prison service; we call this a local visit. The visit can be announced or unannounced.

In addition to meeting with people who use the service we speak to staff and visitors. Before we visit, we look at information that is publicly available about the service from a variety of sources including Care Inspectorate reports, Healthcare Improvement Scotland inspection reports and Her Majesty's Inspectorate of Prisons inspection reports.

We also look at information we have received from other sources, including telephone calls to the Commission, reports of incidents to the Commission, information from callers to our telephone advice line and other sources.

Our local visits are not inspections: our report details our findings from the day we visited. Although there are often particular things we want to talk about and look at when we visit, our main source of information on the visit day is from the people who use the service, their carers, staff, our review of the care records and our impressions about the physical environment.

When we make recommendations, we expect a response to them within three months (unless we feel the recommendations require an earlier response).

We may choose to return to the service on an announced or unannounced basis. How often we do this will depend on our findings, the response to any recommendations from the visit and other information we receive after the visit.

Further information and frequently asked questions about our local visits can be found on our website.

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