

Marchglen Care Centre Care Home Service

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Fishcross
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Telephone: 1259750703

Type of inspection: Unannounced
Inspection completed on: 5 October 2016

Service provided by:
Caring Homes Healthcare Group Limited

Service provider number:
SP2013012090

Care service number:
CS2013318121

About the service

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Marchglen Care Centre is a purpose-built care home in the Fishcross area of Clackmannanshire providing care for up to 36 service users with a wide range of needs. The service is provided in four separate units, three of which have single room accommodation. The fourth unit can accommodate six service users in bed sit type accommodation with en-suite shower facilities.

Two of the units accommodate people with physical care needs, including complex care needs and two support people with learning disabilities, one of which provides care and support for service users with learning disabilities who may present with challenging behaviours.

The building is a new build finished to a very high standard and includes pumped oxygen and hoist tracking to meet the needs of service users. There is a spacious cafe area used by service users, families, visitors and staff, and each of the four units has good communal space available. The service employs an activities co-ordinator and an occupational therapist who work in groups and with individual service users.

What people told us

We spoke with six people who lived in the care home during this inspection. We also spoke with two family members and one visiting professional.

People who lived in the home told us;

"I love it here its great"

"It's very good"

"I am well looked after - nothing is too much bother for staff"

"It's a lot to get used to - I've not been here long".

Family members told us;

"It's excellent, (my relative) is very lucky to live here"

"I enjoy coming to visit"

"Always made to feel welcome"

"Staff keep me up-to-date - I have no concerns there".

The visiting professional told us;

"Staff are open and always willing to engage with professionals"

"My colleague saw an excellent standard of end of life care"

"Level of care is very good".

Self assessment

The Care Inspectorate received a fully completed self assessment document from the provider.

We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

During this inspection we considered evidence presented in relation to Quality Theme 1 - Quality of Care and Support and Quality Theme 4 - Quality of Management and Leadership.

We saw a range of strengths including:

Each person had a comprehensive support plan that provided detailed information to describe the care and support that they required. It was clear what other people had been involved in developing the support plan and would continue to participate in its review. Individual preference questionnaires and social assessments helped to form person-centred information that recognised people's preferences and choices.

A range of further assessment tools helped to identify any risk factors that required further assessment or planning to ensure the right support was provided or made available. For example water flow assessments, nutritional assessments, falls assessments and continence assessments.

Staff had started to develop alternate formats of information about people's support. We saw examples of DVDs that had been produced by people who highlighted what was important to them and how they wanted to be supported. We thought this was an excellent development where people had clearly enjoyed producing their DVD. The staff hoped to progress with this initiative to provide the opportunity to other people in the home should they want it and we look forward to seeing the outcomes at our next inspection.

Another area that we were impressed with was the approach to supporting people who lived in the home and their families with end of life care. One staff member told us about a training course they had completed which had helped them to consider how the service could improve for people during this difficult time. Part of this was the refurbishment of a room within the home to provide a private area for people to spend time with their relatives and to stay overnight if they wanted to. Further developments were planned to provide relatives with a memory bag which would hold photographs and other personal items that could eventually bring comfort to families.

There was evidence of regular contact with a range of professionals and family members. We spoke to one professional who confirmed that staff maintained regular and effective communication with them and that they were very happy with the quality of care and support provided. It was evident that the staff team valued the input from others in relation to helping to improve outcomes for people.

We saw and heard how the catering staff involved people in developing the menus and inviting feedback about the food and catering facilities. People we spoke with spoke highly about the quality of catering and the range of menus that were provided to ensure that people's needs and preferences were provided for.

It was evident that assessing the quality of the service was embedded within this service. We saw that one process for gathering information like the daily flash meeting informed other processes. For example we observed how information about any infections, use of antibiotics or wounds and dressings was monitored by the home manager who maintained an overview.

The electronic information system appeared to be a valuable tool in helping and most importantly it was being used effectively. A range of audits and checks helped to contribute to the ongoing development of the service. People who used the service and their families were invited to participate in this process and the management team planned to report on audit activity through regular newsletters.

Overall, we were impressed with the range of care and support that was in this service. The staff team appeared motivated, caring and enthusiastic who were well supported by the management structure. People we spoke during this inspection confirmed our view.

What the service could do better

The manager had been in post for around a year at the time of this inspection. It was evident through speaking to staff that the ongoing development and improvement within this service was important to everyone. We suggested that the development of a service improvement plan may help the manager plan and prioritise developments and would also be a method of encouraging others to participate in a manner that they are able to.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
1 Jun 2015	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
12 Jun 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Feb 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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