

Abbotsford House Care Home Service

41 Drymen Road
Bearsden
Glasgow
G61 2RL

Telephone: 0141 942 9636

Type of inspection: Unannounced
Inspection completed on: 21 March 2017

Service provided by:
Morrison Community Care Limited

Service provider number:
SP2003000208

Care service number:
CS2003000786

About the service

Abbotsford House provides 24 hour care for a maximum of 34 older people and is situated within the Bearsden area of Glasgow.

The care home is a traditional sandstone villa which has in the past been extended to provide single room accommodation with ensuite facilities. There are also twin rooms available.

The care home stands in large private well maintained grounds which are fully accessible to all service users. In addition there are three separate lounge areas and a bright airy communal dining room which looks onto an internal courtyard.

What people told us

We issued 20 questionnaires to the service to give to people who used the service and 20 to their family, friends or carers. Six completed questionnaires were returned before the inspection.

We issued 20 staff questionnaires and two were returned.

During the inspection we spoke to eight residents and three relatives, comments included:

"I simply cannot praise Abbotsford House, its management and staff highly enough. My relative is in a sorry state at present but she is surrounded by such caring, loving gentle people that her last days will be the best possible in terms of mental and physical wellbeing. Her needs, they are many are central to all that is lavished on them and should I ever feel the need to discuss an issue, the matter will be dealt with efficiently and to the satisfaction of all concerned. I truly thank God that we were fortunate enough to find my relative a room in this excellent care home and they deserve huge measures of praise and gratitude and then some!"

"There have been a number of staff changes over the last two years. Some very experienced and skilled staff have left. This has been a significant loss. There are further management changes, relatives have been given the opportunity to meet the new manager prior to commencement which is positive. Overall the care is of a good standard and the management strive to develop their service. The main attraction of the care home was its home like atmosphere, medium size. It is hoped that this is retained and its benefits are not lost in a drive towards an understandable requirement for business sustainability. Managers are keen to engage with relatives regarding care and suggestions."

"I like that I can get out in the fresh air in our gardens and surrounding areas with the support from staff. I really like having the choice of fresh fruit at break times."

"I am extremely happy with the service and love the fact that I can speak to friends and family on the telephone anytime."

"The house is very satisfactory and very clean. I know there is help if I need it but prefer to stay independent."

"I am extremely happy with all my meals, the food is very good. I always know there are activities I can take part in daily."

"I am always very happy with the cleanliness of the home. My bedroom is always kept clean and tidy."

"Most staff are very helpful most of the time. I am very happy when staff bring me shopping that I require when I don't feel like going out myself."

Self assessment

We 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.

The provider identified what they thought they did well, some areas for development and any changes they planned.

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

We saw that residents and relatives were regularly kept up to date and involved in making decisions about living in the home through meetings, questionnaires and care reviews.

Feedback about the home and staff was very positive and this included when ideas and suggestions had been implemented.

A wishing tree had been introduced and residents, relatives and staff responses were posted in the front hall. The manager had developed an action plan and had begun to implement the ideas and suggestions, for example had purchased bird feeders and put an activities diary in each resident's room.

From observing interactions between residents and staff, viewing documentation, speaking with residents, relatives and staff, we found that residents' care needs were being met to an excellent standard. We also saw that relevant health professionals were involved where additional advice was needed to improve the outcomes for individual residents.

The activity worker told us that she had recently completed NAPA (National Activity Providers Association) training and was using it with good effect to vary the range of activities to residents in a group and individual basis. We spoke with four Occupational Therapist students who told us they were involved in planning and delivering activities for residents and assessing their needs for aids and adaptations.

The manager and staff had been working to improve the content and quality of residents' care plans which made them more person centred and outcome focused. Staff spoken with told us that they were encouraged to write residents' life histories and daily reports.

We noted that there was some good detailed information on how to manage residents' distressed behaviour and we could see that advice had been sought from the visiting Community Psychiatric nurse.

The manager told us that she was looking to employ a complementary therapist to provide a service to residents including residents with dementia. The therapies would assist the levels of distressed and anxious behaviours to reduce.

Staff told us that morale was good and that they felt involved and engaged in the decision making in the home. They were encouraged to gain vocational qualifications and had registered with the Scottish Social Service Council.

The manager had undertaken My Home Life training and was using the envision cards at staff meetings and individual staff supervision meetings. This had made the meetings more meaningful and the staff told us that they felt more engaged.

The service had worked to meet the outstanding recommendations.

What the service could do better

We could see that the manager had developed a comprehensive annual strategy and discussed with her the benefit of detailing the progress on each action to enable her to better measure the service improvement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings	
18 Jan 2016	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent

Date	Type	Gradings	
18 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
13 Feb 2014	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
27 Feb 2013	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
31 Jul 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
22 Aug 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
13 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
1 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
18 Feb 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed

Date	Type	Gradings	
10 Jul 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
4 Dec 2008	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
20 Jun 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
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DD1 4NY

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