

Cairdean House Care Home Service

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Type of inspection: Unannounced
Inspection completed on: 19 April 2017

Service provided by:
Care UK Limited

Service provider number:
SP2003002341

Care service number:
CS2012312459

About the service

Cairdean House is registered to provide nursing care to 90 older people. They provide care for 20 residents with moderate to severe dementia, 30 older people and 40 residents with more nursing needs.

The home is situated within a residential area in the Colinton area on the outskirts of Edinburgh city.

The home comprises of three floors with a central community core with a variety of communal rooms. Accommodation is provided within single rooms with ensuite, wet room facilities. The home benefits from enclosed gardens and outside seating areas.

The aim of the home is to provide high quality care. The objective is to provide care to all residents that is of a standard of excellence which embraces fundamental principles of good care practice, within an environment that is clean, comfortable and safe where residents are treated with respect and sensitivity to their individual needs.

What people told us

We distributed 40 questionnaires prior to the inspection and received 27 completed questionnaires from residents and relatives. The questionnaires strongly agreed/agreed with the statement that overall they are happy with the quality of care and support provided to them. We also spoke informally with 20 residents and 4 relatives.

Comments from returned questionnaires and residents and relatives spoken with included:

"Cairdean is top of the excellence list. The staff are well trained, kind and efficient and nothing is too much for them. I can't speak highly enough of the care my relative receives."

"Although all of the staff are good, some are excellent. I am so grateful to these people."

"Lovely staff, couldn't do enough for you."

"I'm well fed and well looked after."

"Feel very happy here."

"More staff needed at night."

"I am happy and comfortable in the home."

"I feel I am very happy to be in this home."

"I'm perfectly happy."

"I have no complaints, the staff could not be kinder or more helpful."

"It's wonderful here, nothing is a bother for anyone."

"Everyone goes the extra mile."

"I would give the staff a gold star for the work they do if I could."

Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development plan as part of this inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

People told us they felt safe living in Cairdean House. It was clear that staff worked in a way which valued, respected and encouraged people to raise concerns. Staff told us they were confident in their responsibilities to protect and care for residents. Staff we spoke with told us they felt supported and valued. They felt qualified to carry out their role and this was supported by the records we looked at. Staff told us they had regular informal and formal opportunities to meet with senior staff and together as a team. We thought this had developed a team who respected each other and communicated well.

Discussion with the manager and review of duty rotas confirmed that staffing levels were directly related to the number and needs of people living in the home.

We received many positive comments from residents and relatives regarding the quality of the staff employed in the care home.

We saw that staff demonstrated a very good level of knowledge regarding the care and support needs of residents; they were motivated to provide good standards of care and had a professional and caring approach.

During our visit, we used a Short Observation Framework Tool for Inspection (SOFI2) which assists us to record how people interact with residents. We observed that staff treated residents in a considerate and respectful way. The staff took time for residents to be as independent as possible, making the most of their skills and not rushing them. Staff used their knowledge and skills to help create a comfortable and pleasant atmosphere for residents.

There were regular opportunities for staff to share information and give their views. This included supervisions, appraisals and staff meetings. These gave staff and management an opportunity to discuss 'what's working and what can be improved.' There was a wide number of training courses available to staff in relation to their work. Records were kept of training completed. Staff training needs were discussed and reviewed. Staff told us the training had been very useful and had improved their understanding of a resident's needs and how they could meet them. We looked at adult protection procedures and practice and were satisfied with the procedures and practice in place to ensure residents were protected.

The management's 'open door' approach and relationships within the home enabled people and families to share their opinions and feel able to comment on the quality of the service. People in the home and the relatives we met were very confident that the service would/had responded to concerns or comments.

Residents had personal plans that had assessments to help staff measure specific risks to their health.

We sampled fluid intake charts, wound care plans, position change charts and managing challenging behaviour plans and found these to be fully completed and the content evaluated to inform practice. This meant residents' health was being monitored. Residents we spoke with told us they had confidence in the staff and gave us examples of how well they had been cared for when they were unwell. A record of visits and communication with health professionals was maintained. We were told that there were good relationships with health professionals and good support was offered by them.

We looked at a sample of medication administration records and found these to be generally fully completed. However, we did find some missing entries and handwritten entries (please refer to 'what the service could do better' below).

During our visits we saw that residents were supported to take part in a variety of different activities. Residents confirmed they very much enjoyed taking part in all the different activities and they really enjoyed the entertainers and the exercise mornings.

What the service could do better

Review of medication management systems identified that:

There were a number of missing entries on the Medication Administration Records (MAR). There were some handwritten entries which were not supported by two signatures of the persons transcribing the instruction. The manager acknowledged this was not good practice and agreed to address immediately. A requirement 1 is made.

We found in seven out of the nine units there were numerous perishable items in the fridges which had not been dated on opening. This was addressed immediately and all staff were reminded of the importance of labelling all perishable foodstuffs.

Requirements

Number of requirements: 1

1. The service provider must ensure medication is managed in a manner that protects the health, welfare and safety of service users. In order to achieve this the provider must ensure;

- Administration of medication or reason for omission must be recorded on the MAR sheet at the time of administration.
- Where handwritten instructions have been added to the MAR sheet these must be signed and dated by the authorising GP or two members of staff who transcribe the doctor's instructions.

This is in order to comply with:

SSI 2011/210 Regulation 4 (1)(a) - a requirement to make proper provision for the health and welfare of people,
SSI 2002/114 Regulation 19(3)(j) - a requirement to keep a record of medicines kept on the premises for residents.

Timescale: Within one week of receipt of this report.

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	
27 Jun 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
15 Jul 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Feb 2015	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
1 May 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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