

## Creggan Bahn Court Care Home Service

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Ayr  
KA7 4AA

Telephone: 01292 263723

Type of inspection: Unannounced  
Inspection completed on: 5 June 2017

**Service provided by:**  
Melaine Caldwell trading as Fairbahn  
Care

**Service provider number:**  
SP2003003280

**Care service number:**  
CS2003001321

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service registered with the Care Inspectorate on 1 April 2011.

The service is registered to provide care for up to 50 people who may have physical health care needs and some people may have dementia.

Creggan Bahn Court is situated a short walk from Ayr promenade and less than a mile from the town centre. The accommodation comprises of 46 bedrooms. All residents have their own en suite bedrooms. Some bedrooms are suitable to share. Ground floor rooms have patio doors opening into the gardens. Upper floor bedrooms are accessed by a lift.

The vision and values of the service states that:

"Creggan Bahn is striving to be an organisation where service users are at the heart of our work. This vision permeates throughout our work and in the actions of all our staff."

## What people told us

We asked the service to distribute Care Inspectorate care standards questionnaires to people who experience care. Seventeen were returned. Of these respondents, fifteen strongly agreed and two agreed that overall, they were happy with the quality of care.

Additional comments were made as follows:

"Very happy with all the care given. An excellent nursing home."

"I feel very safe and secure at Creggan Bahn and all staff are kind, polite and always helpful."

"Staff are always happy to help and I enjoy having chats with each of the staff members." This individual also commented on a recent event they celebrated, "helped me to organise a special lunch and drinks with my family and extended Creggan Bahn family here at Creggan Bahn. The chef's did me proud with an excellent lunch. They said "management and staff went above and beyond my expectations" to make this celebration memorable. "I have a beautiful ground floor bedroom, I have brought in my own furniture, pictures and this has made my bedroom feel very homely. The men work hard to keep the grounds looking beautiful at all times."

"It is akin to a 5 star hotel but with all the care required. My [relative] has been a resident for almost 3 years and is very happy thanks to the loving, kind caring and always smiling staff."

A relative described their loved ones celebration in detail adding "it was an absolutely faultless function for my [relative]". "Absolutely happy and delighted. The dining room was decorated to such a standard - a wedding would not have looked out-of-place there. Well Done."

We are extremely satisfied with the quality of the care and every aspect of that care in Creggan Bahn. The communication amongst all staff is strong and the management ensure seamless continuity of care".

Other relatives described their satisfaction in how their relative's deteriorating physical care needs were met well. They said "well looked after & cared for". They felt that staff were "very fond" of their relative and felt that the staff "devotion" to their relative helped them accept their deterioration. "We very much appreciate all their hard work!"

"Creggan Bahn is a wonderful example of how to get it right. Well run, lovely environment, happy, caring staff. Delighted our mum is spending her later years in such a wonderful home in such a beautiful setting."

A family noted an improvement in their relatives presentation since moving into Creggan Bahn, "My mother has a new lease of life and has never been busier. It is a joy to talk to her and hear all her news. From the top to the bottom the care and support she receives is wonderful and as a family we are absolutely delighted."

"Happy with everything, very nice, staff are very good, so are the chefs and the food is excellent. Very happy here."

"Staff are very good, nothing is too much trouble. They look after us very well. The gardens are well-kept and the flower baskets have just been put up and look very colourful. I like to go for a walk round every day. The building is well looked after and the maintenance and domestic staff are excellent. This is a very well run home and we are all very well looked after. I am very happy to live here."

"The quality of care at Creggan Bahn is exceptional! It is a lovely bright, friendly atmosphere. The staff are absolutely great. It's a good experience going in to visit!"

"Creggan Bahn is an outstanding care home where my father has been looked after to the highest standards in bright cheerful surroundings. He considers the staff to be kind and caring."

"I am delighted with the level of care I receive at Creggan Bahn. It is never an easy decision to give up ones home but I have been made to feel secure and content in the knowledge that help is always there when and if I require it. The staff are wonderful and I have made several new friends. [Named individual] organises a lot of activities and outings and the concerts in house are also very good." "I have a beautiful room and have been fortunate to personalise it with small items of furniture I brought from home. I am surrounded by all my paintings and family photographs as well as my much loved books. The domestic staff are very good and maintain a very high standard throughout the home. The gardens are also beautifully maintained and I enjoy my daily stroll. [named individual] holds regular meetings to keep us up to date with all that is happening within Creggan Bahn. Our opinions count and suggestions for future events and outings are encouraged. Regular tasting sessions with the new chef have proved popular."

"I am as happy as I could possibly be. I miss my home but I am very comfortable here. Lovely building, flowers are just beautiful. The front of the building is lovely."

"Staff are very caring and always look after my needs". "Always clean & tidy & free from smells."

"The care is excellent, very good, no complaints, quite content, no longer fit to be at home and happy now living in Creggan Bahn."

During the inspection we spoke with 15 people who experience care and the relatives of 2 further individuals. All made positive comments.

One resident told us there was nothing to complain about. They enjoyed "good food", a "nice room" and they got along well with the staff.

Another described "the things that matter are excellent, very well done, nurses first class, carers very good and good quality food. Could not fault the service overall". Their laundry arrangements were fine. They said the chefs were accommodating to their preferences. They found communication, on occasions, frustrating.

A relative we met felt that their family member was very well cared for and they were more relaxed in the knowledge that they were in Creggan Bahn. They commented on a stable staff group which provided good continuity and communication.

We spent time with a resident who described Creggan Bahn as "a five-star hotel but better". They liked that the staff were always on hand to help without being intrusive. "Everyone is so kind, so caring". They described their room as "lovely, like a five-star hotel but normal". They said the "food was like going to a good restaurant". We heard that the chef's would get them anything they wanted - no problem. They spoke highly of the effort made to host a recent celebration. We heard that this was a huge success and thoroughly enjoyed and very much appreciated by the individual.

One resident described "the carers are very attentive". They liked "to hear their news and chat". They confirmed they were comfortable in their room and found the lighting good. Meals, especially lunches, were good. They thought the staff were a "very enterprising group who try hard to arrange interesting and stimulating activities". They discuss recent outings to various cafes and restaurant they had recently enjoyed.

We met with a resident who had recently moved to Creggan Bahn, they thought that this had been a good decision. They described the food as "very good", the nurses were "splendid" and their bedroom fine a bit smaller than they would have liked. They said that staff were very helpful through the moving in process. They liked to take part in some, but not all, of the outings.

We spoke with two individuals who had no complaints about any aspect of Creggan Bahn, however, they would have preferred to live independently at home.

A relative described the staff as "great, very caring", "healthcare was very good". Their relative was "kept spotless" with fresh nightwear and bedding. Meals preferences were accommodated. They explained why their relative had not managed to get the full benefit of the outings and activities at Creggan Bahn. They were very satisfied with all aspects of care.

## Self assessment

The service was not asked to submit a self assessment. The manager had a service development plan which identified scheduled environmental improvements and areas where they planned to build upon existing good practice.

## From this inspection we graded this service as:

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

## What the service does well

We continued to receive excellent feedback from people who experience care within Creggan Bahn. This was attributed to the ongoing commitment toward enabling people to exercise choice and control over all aspects of their lives and support them to achieve their potential.

It was evident that people who experience care were encouraged to evaluate their care arrangements. The management team welcomed feedback and produced action plans to address comments. This contributed to continued high levels of satisfaction.

Health related risk assessments and the staff knowledge of the residents informed personal plans. These contained clear information about each persons particular needs and how they preferred them to be met. Residents we spoke with confirmed that staff supported them to maintain their preferred daily routine. A detailed monthly evaluation evidenced close monitoring of each individuals health and wellbeing and appropriate input from relevant health professionals.

People who experience care had access to an excellent range of activities. There was a busy schedule of outings to local hotels, restaurants and places of interest. The provider planned to add to the number of vehicles available to transport residents to their chosen location.

An additional member of staff was being recruited to support residents to participate in outings and leisure activities of their choice. The provider promoted the use of outside space. The well presented gardens were recently enhanced by the addition of a putting area on the lawn. Maintenance staff provided raised planting areas which allowed residents to participate in gardening activities if they wished. Young people from a nearby school had facilitated French lessons. People who experience care told us they were supported to participate in other interests and hobbies such as art work, bridge, flower arranging, quiz and word games. External musical entertainers remained popular as were beauty, pampering and hairdressing treatments.

There was evidence that the provider, management and staff team were highly motivated to securing positive outcomes for the residents of Creggan Bahn. Residents shared their individual experiences with us of ways in which the staff team had contributed to enriching their quality of life. The service had hosted celebration parties to mark special occasions in peoples lives. We heard that these were a huge success and enjoyed by all. One individual was looking forward to a family holiday accompanied by a member of staff. People who experienced care spoke highly of the caring and attentive staff. We observed care and support staff engage positively with residents in a polite and respectful manner.

The atmosphere was friendly and welcoming. The provider placed importance on ensuring that the accommodation was maintained and presented to the highest standard. Maintenance and domestic staff achieved excellent results. Residents and relatives expressed high level of satisfaction with the quality of the environment.

We met the chef's. They took pride in using fresh produce to create high quality, well prepared and presented meals, snacks and home baking. Menus were influenced by regular feedback from residents and individual choices outwith the menu were readily accommodated.

Appropriate recruitment and induction procedures were employed. There was a system in place to check that staff were registered with the appropriate governing body. A meeting schedule facilitated communication and discussion about practice issues and developments in the service. Staff had access to a range of appropriate training and management input through one-to-one supervision and appraisal. This supported them to deliver good quality person led care. Staff we spoke with confirmed that they were well supported and valued by an approachable management team.

The provider demonstrated that they valued the strong commitment and performance of the staff team by arranging annual team building events and employee of the month incentives.

There remained strong leadership and a culture of continuous improvement within Creggan Bahn. This contributed to the delivery of a consistently high quality service and positive outcomes for the people who live there.

## What the service could do better

The manager planned to introduce a brief morning meeting with representation from all departments. This would be a more efficient method of communicating information to individuals throughout the care home.

The manager planned to continue to support staff toward re registration with their regulatory bodies. To do this, staff were to be supported to complete reflective accounts of how training had influenced their working practice.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
22 Sep 2016	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	6 - Excellent
9 Sep 2015	Unannounced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
30 Sep 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
22 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
15 Feb 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Jun 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
19 Jul 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
24 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
2 Oct 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
17 Feb 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
10 Sep 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good



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