

Glenfield Care Home Service

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Type of inspection: Unannounced
Inspection completed on: 8 August 2017

Service provided by:
Greenock Medical Aid Society

Service provider number:
SP2003002221

Care service number:
CS2003010201

About the service

Glenfield care home has been registered with the Care inspectorate since 1 April 2011. The home is registered to care for 36 older people.

The home is a detached, two storey property that has been converted and extended to provide accommodation on both levels. The service is located in a residential area of Greenock near local amenities including shops, bus routes and train links.

Glenfield offers single room accommodation; ten of the bedrooms have en suite facilities. There are sufficient toilets and bathrooms throughout the home for residents to use. The home has two sitting rooms and two dining rooms. Residents and their visitors have access to well-tended garden areas at the rear of the home.

Aims of the service include ensuring that each resident is treated as an individual with dignity and respect at all times.

What people told us

During this inspection, we received views from ten of the 29 people using the service and we spoke with five visitors. We received 20 completed questionnaires from residents and their relatives.

People told us that they were satisfied with the quality of care and support the service provided. One relative said 'I have never seen my relative look so happy.' Residents spoke about being 'happy and content.'

Residents commented that they enjoyed living in Glenfield. They said that they had comfortable bedrooms and liked going to the sitting rooms for company. People spoke highly of the quality of the garden areas and how much they liked getting out into the garden.

People talked very positively about the activities available. Residents said that they had 'lots of fun.' One resident said they liked to join in with the activities because they 'enjoyed the company and the chat.'

People said that staff were kind and friendly. They said that staff treated them well and with respect. One resident told us: 'Staff are very good at looking after me when I'm not well. They get the doctor in to see me.'

Relatives said they were confident about the care provided at the home. One person said 'I feel reassured about the care that my relative gets when I'm away.'

Relatives commented positively about the way the service kept them up to date. Relatives said that staff contacted them promptly if there were any health or care issues.

People told us that they enjoyed their meals and that there was 'plenty of choice on the menu.' Residents said that the kitchen staff were good at providing alternative meal choices to the daily menu. One resident said: 'The cakes and home baking that go out with the tea trolley are particularly good.'

Self assessment

We did not request that the service submit a self assessment.

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

Residents told us that they were very happy living in Glenfield. They told us that staff listened to their views and respected their choices. Staff demonstrated a very good level of knowledge about residents' preferences and care needs. We saw that day-to-day support of residents was unhurried and at the resident's own pace.

We saw that the aims and values of the service were firmly established. This ensured that residents were treated as individuals and with dignity and respect. This was achieved by well-trained staff who demonstrated skill and kindness when attending to residents' care and support needs.

Residents' healthcare needs were very well-managed by a skilled and knowledgeable nursing and care team. Staff called upon a range of additional healthcare professionals for advice and support when needed to support residents' care needs.

The home had systems in place to make sure that residents' medication was managed safely and effectively. There were continuous reviews of medication management to make sure there was safe administration to safeguard residents.

There was a varied diary of activities and events for residents to take part in. The activities team was familiar with individuals' hobbies and interests and had developed a programme of activity taking this into consideration. People told us they enjoyed taking part in activities. We saw that residents enjoyed the activities and the company of others.

There was an active commitment to fully involve people who use Glenfield in assessing and improving the quality of the service. Staff used a range of methods to continuously gather the views of residents, relatives and staff. The outcomes were then used to improve and develop the quality of the service. Positive outcomes for residents and their families included improving the garden area and developing community links with local schools and nurseries. Involving people in improving the quality of the service enhanced residents' wellbeing.

There was very good communication between all staff teams working in the home. This benefited residents because work tasks were timed sensitively, without undue disturbance.

What the service could do better

The service could consider reviewing the management of medication records to better evidence the application of topical medication. This would help ensure that records were completed consistently.

The service was in the process of implementing a new format for personal planning. The new format demonstrated that the service had further improved record keeping and embraced a person centred approach to care planning. This could be further enhanced by fully reflecting the very good knowledge care workers had regarding individuals' preferences and choices.

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	
27 Jul 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
11 Mar 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
12 Feb 2016	Re-grade	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
18 Aug 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
6 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
25 Jul 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
7 Sep 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

Date	Type	Gradings	
5 Jul 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
31 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
1 Jun 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
19 Jan 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
13 May 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Nov 2008	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
22 Apr 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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