

Executive Suites at 3 Bridges Care Home Service

108 Carmunock Road
Glasgow
G44 4UN

Telephone: 0141 632 6417

Type of inspection: Unannounced
Inspection completed on: 22 May 2017

Service provided by:
Northcare (Scotland) Ltd

Service provider number:
SP2003002314

Care service number:
CS2014325015

About the service

Executive Suites at 3 Bridges is a care home registered for twenty-two older people who may have dementia and/or physical disabilities. The provider is Northcare (Scotland) Ltd and has been operating since 2014. The home is close to local facilities and transport links.

The care home is purpose-built, with the accommodation divided into two units on the upper floor, each with a lounge/dining room. All bedrooms have en-suite shower facilities. The Garden area is also on this level.

The overall aim of the service is:

"To provide every resident with the highest possible standard of individualised care within a friendly, homely and supportive environment. Quality of life is paramount and resident's rights are safeguarded and respected"

At the time of the inspection there were twenty-two service users.

What people told us

For this inspection, we received views from four of the twenty-two people using the service.

Four people said they were very happy with the quality of the service. People spoke highly about the staff that supported them and all respondents said that staff treated them with respect. Comments included:

"Picked own room before the home was even finished"

"It's very nice in here".

"There are plenty of things to do"

"Would give it 10 out of 10"

"Would definitely recommend it to other people"

"Well cared for"

We also spoke with four carers (relatives) who told us:

"Delighted with home - X always looks well presented"

"The staff are very good at keeping me informed about how X is. Overall, very happy"

"In here the environment is really relaxed and the finish is fantastic"

"Food looks delicious"

"Don't think there's a better home in the UK"

"The key to the success is the people running it"

Self assessment

The service had not been asked to complete a self assessment in advance 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	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

Generally, we were satisfied that service users were looked after safely and supported to an overall very good standard. We concluded this from feedback from people we spoke with, observations made and review of records. We also reviewed the home environment and facilities during the inspection. From the returned Care Standard Questionnaires people indicated that they were satisfied that health and well-being needs were being met.

Staff were very good at responding to the needs of people with dementia over mealtimes, ensuring people felt valued and had choice about their meals. The atmosphere in the care home was calm and service users appeared happy.

We were pleased to see that service users were encouraged to maintain/promote independence in tasks where appropriate.

Care plans generally contained a very good level of important information required to support service users in a way that was personal to them. Specific information recorded showed how the actions of staff had ensured positive outcomes for service users. A good range of activities was available for service users to become involved with.

Clinical risk assessments were carried out to make sure care delivery was specific to service users' needs. Ongoing reassessments helped make sure care continued to be appropriate. Where there had been any fluctuations in health the service had actively instigated investigations, reviews and changes and we could see that referrals continued to be made to healthcare clinicians where required. While the majority of care plans reflected appropriate information, we have identified some areas for development below.

Staff received on-line and face to face training and training statistics reflected a good level of training in the past year.

Medication administration records showed that people had received their medication as prescribed and these has been audited regularly to ensure safe practice.

The service assessed if people were happy with the service they received through regular contact, meetings and questionnaires. We saw evidence of people's appreciation of the service through thank you cards and communications and positively answered questionnaires.

The service analysed the way it operated by undertaking audits of practices, procedures and records. Where discrepancies were identified, action had been taken to address these. An Audit Analysis was completed monthly to ensure the Manager had an overview.

What the service could do better

Although the service continued to provide good quality care to a number of people with a diagnosis of dementia, we felt that the quality of information and recordings in dementia care plans could be improved in some instances. The care plans could have clearer information about how the person presents and is supported. (See recommendation 1)

The "Important Dates" sections in some of the care plans could also have had more personal information within them.

We suggested that the service should consider the use of different coloured crockery and tablecloths where assessed as required to help maintain peoples independence during mealtimes.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Care plans which demonstrate how to support residents with dementia should be developed further to make sure they contain clear, concise person centred information.

National Care Standards – Care Homes for Older People Standard 5: Management and Staffing Arrangements and Standard 6: Support Arrangements

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	
31 May 2016	Unannounced	Care and support	4 – Good
		Environment	Not assessed
		Staffing	5 – Very good
		Management and leadership	Not assessed
29 Apr 2015	Unannounced	Care and support	5 – Very good
		Environment	6 – Excellent
		Staffing	5 – Very good
		Management and leadership	5 – Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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