

Gillie Court Care Home Service

Gillie Court
Dunfermline
KY11 4PA

Telephone: 01383 621114

Type of inspection: Unannounced
Inspection completed on: 10 July 2017

Service provided by:
Bield Housing & Care

Service provider number:
SP2004005874

Care service number:
CS2003006888

About the service

Gillie Court is a modern purpose built accommodation situated centrally in Dunfermline. The service is provided by Bield Housing & Care.

Gillie Court is part of a larger sheltered housing complex and is accessed through the main entrance to the sheltered housing complex.

The care home can provide accommodation for up to 12 older people at any time in 10 single en-suite flatlets and a further two flats which have an additional sitting room and bathroom.

The registered manager for the care home service is responsible for the day to day running of the care home and the supervision of staff.

What people told us

We distributed eight questionnaires prior to the inspection and received five completed questionnaires from tenants 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 eight tenants and one relative.

Comments from returned questionnaires, tenants and relative spoken with included:

"This place is excellent."

"I chose here because it's clean and doesn't smell."

"It's just great, the staff are patient and kind."

"It's home for me, I feel safe here."

"The food is really good, we get plenty of cups of tea and lots to eat."

"The staff are very kind and friendly."

"The runs out in the bus are good."

"Everyone looks after us all very well, no concerns or worries about anything."

"A bit more stimulation would be good."

"I'm happy here, I can't imagine living anywhere else."

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	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

People told us they felt safe living in Gillie Court. 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 tenants. 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 tenants 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 tenants; they were motivated to provide good standards of care and had a professional and caring approach.

We observed that staff treated tenants 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 tenants.

There were regular opportunities for staff to share information and give their views. This included personal development framework sessions, appraisals and staff meetings. 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 tenant'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 tenants 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 relative we met were very confident that the service would/had responded to concerns or comments.

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

We sampled fluid intake charts, weight monitoring charts and skin care charts and found these to be fully completed and the content evaluated to inform practice. This meant tenants' health was being monitored. Tenants 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 for the application of creams/ointments (please refer to 'what the service could do better' below).

During our visits we saw that tenants were supported to take part in a variety of different activities. Tenants confirmed they very much enjoyed taking part in all the different activities and they really enjoyed the dominoes evenings and trips out.

What the service could do better

During our review of medication management systems we identified; there were a number of missing entries for the administration of creams/ointments on the Topical Medication Administration Records (TMARs). The manager acknowledged this was not good practice and agreed to address immediately. A requirement 1 is made.

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 creams/ointments or reason for omission must be recorded on the TMARs at the time of administration.

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: On 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	
18 Aug 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
11 Aug 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Sep 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	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
25 Oct 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
8 Jun 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
15 Dec 2010	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good

Date	Type	Gradings	
17 May 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
15 Mar 2010	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
30 Jun 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Jan 2009	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
17 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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