

## Eastwood Court Care Home Service

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Giffnock  
Glasgow  
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Telephone: 0141 638 3366

Type of inspection: Unannounced  
Inspection completed on: 15 September 2017

**Service provided by:**  
Larchwood Care Homes (North) Limited

**Service provider number:**  
SP2011011695

**Care service number:**  
CS2011301138

## About the service

This service registered with the Care Inspectorate on 31 October 2011.

Eastwood Court is registered to provide residential and nursing care to 52 older people. The accommodation, which is on three floors, is situated in Giffnock, East Renfrewshire, off street parking is available.

The service's stated commitment is "we will ensure that all residents needs are identified and addressed in a holistic manner on an individual basis. Our approach to care is one that encompasses all physical, social, psychological, emotional and spiritual needs. Residents will be encouraged to exercise their optimum participation in any decision-making affecting their package of care".

## What people told us

As part of the inspection we received eleven completed Care Standards Questionnaires from people who use this service and ten from relatives and carers of those that use the service.

Comments included -

- "Perfectly satisfied"
- "The care and support is excellent"
- "I am completely happy with the service provided to me"
- "The staff are approachable, respectful and always make time to chat and answer questions"
- "Too many pies and a severe lack of fresh fruit"
- "I feel more training is required for speaking slowly for dementia residents who have poor cognitive skills, some staff speak too quickly".

Of the questionnaires received, eleven strongly agreed and eight agreed that overall they were happy with the quality of care and support received.

## Self assessment

The service was not asked to complete a self-assessment for this inspection.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

## What the service does well

There was a good range of activities available to residents. During the inspection we saw a quiz in progress and flower arranging activities taking place. Both were well attended and residents were observed to be happily participating.

There was a friendly atmosphere in the lounge and Inspectors saw residents reading newspapers, watching the television and talking to each other, or generally walking around in the lounge area. Other residents were in the company of visitors.

Staff were observed to be attentive to the needs of residents and actively encouraging residents to take part in activities, offering drinks or helping residents into seats and making them comfortable.

Records showed many opportunities for staff to meet with Managers. This included quarterly supervision, annual appraisals and regular staff meetings. Minutes seen on file show head of departments, care staff and nurses all have meetings every two months. Minutes have action plans and matters arising from previous minutes to show a continuum in recordings.

There is a residents forum and this had met the day before the inspection.

We saw that the service was in the process of introducing new paper work for reviews. The new paper work placed a greater emphasis on recording how the residents agreed outcomes had been met. We will look at this again at the next inspection.

The service was in the process of changing their medication supplier. Nurses spoken to advised they thought the new system of record keeping, being introduced as part of this change, would be much better than the current system. We will look at this again at the next inspection.

## What the service could do better

Inspectors found some care plans had not been reviewed within the required time frame. The service would benefit from an up to date overview that includes the date of the last review. Some care plans were found to be out of date, as reviews had not taken place.

(See Requirement 1)

Inspectors noted that there was a higher than average instance of falls within the service, however, preventative work was not evident. This risk could be proactively managed by the use of preventative strategies to bring about improvement. This could include using a multi-factorial risk assessment tool, developing stress and distress care plans and updating risk assessments, following a fall. The service had identified that not all Nursing staff, who were administering medication, were aware of what each medicine was for and therefore may not follow the correct guidance when assessing a head injury.

(See requirement 2)

An inspector saw a care worker clipping a residents nails, in the lounge area, where snacks and drinks were nearby and in view of other residents, visitors and staff. The manager was made aware of this at the time and agreed to review this practice.

Inspectors noted that recruitment interviews were conducted by one Manager. The service should consider elements of best practice such as having a panel of two interviewers and also strengthening the involvement of residents and relatives in the recruitment process.

(See recommendation 1)

## Requirements

**Number of requirements:** 2

1. The service must review personal plans at least once in every six-month period whilst the service user is in receipt of the service, and revise the personal plan to reflect any agreed changes. This review must include a review of risk assessments.

This is in order to comply with SSI 2011/210 5 (2) (b) (i)(ii)(iii) Personal plans  
Time Scales - Within 3 months of the publication of this report

2. The service must make proper provision for the health, welfare and safety of service users by

- Monitoring adherence by staff to the guidance on managing head injuries
- The use of a multi-factorial risk assessment tool to enable identification of the falls risk for each resident, and for appropriate preventative action to be taken.

This is in order to comply with SSI 2011/210 4 (1) (a) Welfare of users  
Time Scales - within 3 months of the publication of this report

## Recommendations

**Number of recommendations:** 2

1. When conducting recruitment interviews, the service should consider having more than one person on the interview panel and including residents, their relatives or main carers in the process.

National Care Standards - Care Homes for Older People, Standard 5: Management and staffing arrangements.

2. Food and fluid intake charts should be fully completed and accurately reflect individual residents' nutritional intake. Daily fluid intake targets should be recorded.

National Care Standards - Care Homes for Older People, Standard 13: Eating well.

## 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	
14 Sep 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
17 Mar 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Sep 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
6 Mar 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
15 Sep 2014	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
25 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Oct 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
6 Feb 2013	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
20 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 3 - Adequate Not assessed Not assessed
31 Jan 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 3 - Adequate 4 - Good 4 - Good

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