

St. Columba's Care Home Care Home Service

1 Logie Street
Dundee
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Telephone: 01382 668854

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

Service provided by:
Priority Care Group Limited

Service provider number:
SP2003000048

Care service number:
CS2011303629

About the service

St. Columba's Care Home is situated in the Lochee area of the city of Dundee. The service is registered to provide a care service for up to 54 residents, and is provided by the Priority Care Group.

This service provides mainly long-term care for older adults, and also provides respite or short-term breaks. There are 54 nursing and non-nursing beds situated on the upper three floors of the home. The ground floor has been converted into 'the street', comprising of a library, sweet shop, cinema, bar, hairdresser and tea room.

All the bedrooms are single occupancy with en-suite facilities. There is also a secure private garden for residents' use.

What people told us

We sent out 52 Care Standard Questionnaires (CSQ) to people who used the service, relatives and staff and 25 were returned to us. All the responses in the CSQs were very positive. In addition we spoke to people during the course of our inspection.

Residents told us:

'I'm fine here'

'The staff are all very good'

'I like the music; we get the music man once a month and I really enjoy that'

'Everything is really good'

Relatives told us:

'My relative likes the music and the exercises'

'We have had no issues, all the staff are lovely'

'There are regular trips out'

'We like having the café to use, and the garden is lovely in the warm weather'

Staff told us:

'I feel supported'

'There are regular team meetings, and good training opportunities'

'We get regular supervision'

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

We were pleased to see that staff engaged with residents in a respectful manner and genuine warmth. This helped to create a friendly and homely atmosphere within this service. We found that people were occupied, and that there was a programme of regular activities, which included exercises, music and regular trips out.

The ground floor had been converted into 'the street', where residents and families could access a self-service café, which both residents and families enjoyed visiting during visits. In addition the service offered a sweet shop, arts/crafts, a library, and a bar, all of which were in frequent use.

We sampled a range of support plans, which evidenced good information about the care required to support people to achieve their outcomes for health and wellbeing. Plans held relevant information, which were regularly updated and evidenced that reviews were being held at the required intervals.

We found that there were good arrangements in place to ensure that staff received regular supervision and an annual appraisal. Staff told us that they had good support from senior staff, and there was a good range of training available which supported them to carry out their roles.

We were pleased to see that although most of the training was provided to staff via e-learning modules, these were supplemented by staff also completing reflective written work to evidence that they had achieved the required learning outcomes.

Many of the staff were working through the Promoting Excellence resources from the Scottish Social Services Council in order to improve outcomes for people living with dementia. We were also pleased to see that an assessment of the environment had been carried out, and actions taken to ensure that residents living with dementia, were supported to be as independent as possible.

We found that this service was working to very good levels in all areas. This was also evidenced by the positive comments from residents, relatives and the staff that we heard from during the course of this inspection.

What the service could do better

We found that the service was operating to a very good standard.

We found that although there was very good evidence of risk assessments being updated, in some cases this information had not been included within the corresponding care plans. This meant that there was a disconnect between some risk assessments and the support detailed within the care plans.

We found that the décor would benefit from freshening up in some areas. We were advised that a refurbishment programme is in place, and that this would be carried out as part of a rolling programme.

The service should continue to build on the very good standards that it was achieving at the time of our inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings	
15 Dec 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
7 Dec 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
10 Nov 2014	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	6 - Excellent

Date	Type	Gradings	
11 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	6 - Excellent
13 Aug 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Jan 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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