

St. Margarets Home Care Home Service

St. Margarets Crescent
Polmont
Falkirk
FK2 0UP

Telephone: 01324 716149

Type of inspection: Unannounced
Inspection completed on: 26 January 2018

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Care service number:
CS2003015041

About the service

St. Margaret's Care Home is owned by the Church of Scotland, trading as CrossReach. The organisation has a number of care homes throughout Scotland. The service has been registered with the Care Inspectorate since 1 April 2011.

The service can accommodate up to 36 older people. The home is situated in the village of Polmont, near Falkirk. It is close to local amenities and local transport is accessible.

Residents' bedrooms are located over two floors, some of which have en-suite shower facilities.

There are spacious communal areas available on both the ground and upper floors. Fundraising by the 'Circle of Friends' volunteers has enabled the service to create a coffee bar area with projector and screen. This area is well used by residents, relatives and friends.

The service has a conservatory where residents can sit and enjoy the view to the garden and watch the birds. There is a purpose built sensory garden to the side of the building for residents and visitors to use.

The overall aims and objectives of the service are stated as:

'St. Margaret's is a specialist service offering a service to people who have dementia and are no longer able to live at home. We aim to provide a supportive environment, which enables service users to take as much charge of their lives as possible, enabling each individual to retain and regain skills and interests'.

What people told us

We spoke with seven relatives and four residents. People who experienced care from St Margaret's were very complimentary about the care provided rating it as 'excellent'. We heard that staff went above and beyond to ensure residents' needs were met. Relatives also commented on the very good support and communication they received from managers and staff.

Some residents were unable to easily express their views of the service or how staff cared for them. In those instances we used the Short Observational Framework for Inspection (SOFI2) to observe the experience of people to form a view. We saw that staff provided kind, compassionate care. Residents appeared comfortable and welcoming to staff when staff made contact with residents. We also observed good humoured interactions and saw staff encouraging independence where possible. We observed that residents were treated with respect and dignity.

Some of the comments we received from residents and relatives either speaking to them individually, in groups or through the Care Standard Questionnaires included;

"This is a wonderful care home. My relative is very content, safe and well looked after. I could not ask for anything more"

"Staff go above and beyond, they are caring, kind people, I know my keyworker very well and she knows me"

"Nothing is too much trouble. We feel we are part of a family here"

"It's lovely here, the staff are all very kind to me. There is a lot going on and we often go on outings".

"This was our first choice of care home. We have not regretted our relative coming here. There is so much for them (residents) to do. The activity co-ordinator is fantastic".

"We can visit at any time and we get involved in our relatives care, we feel like part of a big family. The office door is always open and we know all the staff and managers. We are given a lot of reassurance and we are always listened to"

"St Margarets is a 'care home' in the truest sense. The staff go the extra mile to ensure the comfort safety and security of my relative is of the highest priority"

"I have nothing but praise for the care home and its staff. If I did have anything to mention it would be about the décor. The care home is looking tired and needing freshened up".

"The staff cannot do enough for my relative, they are all wonderful. It was not easy to choose a care home for our relative but we all got a good feeling when we came to visit St Margarets. The staff really care about the residents and as a family, we know our relative is getting the best possible care"

"Residents are always treated with respect and staff use a wide range of strategies to support and encourage residents in any given situation"

"Everyone is wonderful, the meals are good, I have everything I need"

Self assessment

The service had not been asked to complete a self assessment in advance of this inspection. We took into consideration previous self assessments and discussed with the manager their improvement plan and quality assurance paperwork. We encouraged the service to continue to develop their improvement plan to show priorities for development and how they were monitoring the overall quality of provision within the service.

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	5 - Very Good

What the service does well

We received a warm welcome at St Margarets Care Home and we found, throughout our visit, the atmosphere was one of warmth, homeliness and comfort. We saw staff engaging with residents in a very relaxed, kind manner to which residents responded well.

Observing staff and looking at care plans we found that staff delivered kind, compassionate care. Staff were knowledgeable about the individual care to be delivered and were guided by information within care plans that identified the specific choices and care needs of the residents. There was excellent use of 'one page profiles' which identified the important things in a residents life, their choices, likes and dislikes.

Care plans were robust and updated regularly based upon on going information and through regular care reviews. The conversations and changes identified at the care review were well recorded and care plans updated accordingly. This ensured residents and relatives choices and decisions were being taken into account when care and support was being delivered.

Medication support was managed safely and effectively. We saw that the use of 'as required' medication was minimal. Care staff looked for other strategies to help people who experienced

stress and distress. This information was used to inform care plans. These were evaluated regularly and led to positive outcomes for service users without the use of medication.

Staff used a range of strategies and techniques to address stress and distress situations. This included relaxation therapy (NAMASTE) which also benefitted people at end of life and palliative care. Residents who were unable to participate in the comprehensive activities programme also participated in relaxation therapy, and were offered one to one time with the care worker and volunteer trained in this particular type of therapy. Staff carrying out Namaste therapy were keen to talk about it and to share their knowledge and practice.

When we spoke to staff we heard how training they received was appropriate to the needs of the service and how this benefitted residents. Training in Dementia appeared to be particularly effective. Staff enjoyed this and were all currently trained to a skilled level. Two members of staff are trained to enhanced level.

We were pleased to see that staff and relatives had received meaningful music training from 'Playlists for Life'. Staff and relatives were in the process of compiling playlists that were meaningful for the individual resident and their relatives. Individual music playlists can evoke memories and initiate conversations that can be enjoyable, meaningful and beneficial for residents experiencing dementia.

St Margarets had contact with external local organisations with residents going to various activities out with the care home. This ensured local residents maintained links with their own community.

Staff and residents were well supported by a team of very committed, long standing volunteers called the Circle of Friends, who, we heard were an important asset to the service. We heard from staff and relatives how the volunteers are very much appreciated and carry out fundraising and various activities throughout the care home which benefit the overall well being of the residents.

Residents, families and relatives were consulted on a range of topics within the care home. From one consultation the 'coffee bar' was identified as of particular importance to residents. Following fundraising, the coffee bar, a projector and screen were installed. This has proved to be a very popular, well used, lively area for residents and relatives.

The manager and deputy manager were very visible throughout the care home and residents and relatives approached them in a very comfortable, friendly manner. Relatives felt communication from keyworkers, staff and managers was excellent, ensuring they were kept up to date with any information about their loved one.

Care was provided by well-organised, respectful staff who were attentive to residents needs and individual choices in their day-to-day care. Managers and staff worked well together to ensure that the care provided was individual, person centred and compassionate. There were many positive aspects within the service which supported excellent care. We concluded that people receiving care at St Margarets was of a very high standard, with excellent outcomes being achieved for residents.

What the service could do better

The service had put measures into place to ensure that medication support was well recorded and 'as required' medication protocols were in place. To further enhance this, the service should ensure that audit of medication records and observed competencies are carried out for staff administering medication on a regular basis and any actions from this recorded and acted upon.

The service should continue to develop their quality assurance methods and systems to show any improvements needed and how these have been implemented.

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	
4 Oct 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
23 Sep 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Oct 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Sep 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

Date	Type	Gradings	
10 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good
12 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
10 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
7 Jul 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed Not assessed
26 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
9 Dec 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
16 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good
18 Dec 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good

Date	Type	Gradings

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