

Culsh House Care Home Care Home Service

New Deer
Turriff
AB53 6TR

Telephone: 01771 644469

Type of inspection: Unannounced
Inspection completed on: 14 March 2018

Service provided by:
Culsh House Care Home

Service provider number:
SP2003002319

Care service number:
CS2003010375

About the service

Culsh House Care Home is situated just outside the rural village of New Deer, Aberdeenshire. It is registered with the Care Inspectorate to provide nursing care to a maximum of 23 older people, of which three places can be used for adults with a physical and/or sensory impairment. There were 22 people living in the home at the time of this inspection.

People have a choice of well-furnished sitting rooms. Bedrooms are furnished to a good standard. All bedrooms have en-suite facilities.

The service states its aim is, "to provide continual support and care to residents in a homely and comfortable environment" and "to involve residents, relatives and carers, where appropriate, in decision-making and the service's development".

The service has been registered since April 2002.

What people told us

We sent 20 Care Standards Questionnaires to the manager to randomly distribute to people who live in Culsh House and to visitors to the service. Ten completed questionnaires were returned to us. During our inspection we spoke with nine people who use the service and with five visitors. We used some of their comments to inform our inspection, for example:

"Very well run home. Excellent care provided for the residents."

"Staff reassured me and were very knowledgeable (new admission to the service)."

"My grandmother is treated well and receives personalized 24-hour care which is second to none. Thank you team Culsh."

"Culsh has enhanced my mum's quality of life."

We concluded that people who live in Culsh House and visitors are very happy with the service provided.

We sent 15 Care Standards Questionnaires to the manager to distribute to staff who work in the service. Thirteen completed questionnaires were returned to us. During our inspection we spoke with eight staff. We used some of their comments to inform our inspection, for example:

"As a care assistant at Culsh House, I am fully trained and supported by the nurses and the manager."

"We are made to feel like one big family."

"I believe we deliver a high standard of care."

We concluded that staff employed in Culsh House are very happy working in the service.

Self assessment

A self-assessment was not required to be completed for this inspection. However, the service had a development plan in place and demonstrated a commitment to the ongoing improvement of the service.

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

During our inspection we found that the service continues to deliver a very good standard of care and support to people living in Culsh House and for the leadership and management of the service.

Throughout our inspection people appeared happy and content. We were told "this is a wonderful place" and "moving here has given me peace of mind". One person wrote on a survey that "the home seems a very safe environment". The quality of people's lives had improved since moving to the home.

Staff were visible and accessible to people in shared areas throughout our visit. We observed staff attend to people with dignity and respect. People were reassured that the care and support provided was well organised and not hurried or rushed. People told us "the staff are lovely" and "nothing is ever a bother". There were high levels of confidence in the abilities of the staff.

We read care documents that demonstrated the wellbeing of one person greatly improved following admission into the home. This was achieved through appropriate assessment, care and subsequent referral and treatment. As a result this person was now socially active and could now spend meaningful time with visitors. The support given to achieve this positive outcome was representative of what everyone could expect at Culsh.

We observed excellent examples of meaningful social activity and engagement throughout our visit. Activities were based on people's preferences and abilities, as a result these were greatly enjoyed. We were told how some people's levels of physical wellbeing had been improved through exercise and movement. This had resulted in some people regaining skills and increased independence. Visitors told us that their contribution to the social aspect of the service was encouraged and welcomed. The weekly singing group was led by a visitor. The service had enabled opportunities for people to enjoy an active social life to enhance wellbeing and quality of life.

We read that what people thought and what they wanted really mattered to the service. We saw evidence that the service reacted to this feedback. This resulted in increased confidence that people were listened to and included.

There was a stable management team at Culsh House. We were told the manager was available and that "we would not hesitate approaching with concerns". There were high levels of satisfaction.

The management team played an important role in the admission of people to the service. They were committed to ensuring that the service could meet the holistic needs of people prior to them coming to live in Culsh House. This meant that all admissions to the service were appropriate. One relative said "the manager has helped the settling-in period greatly". As a result of the importance placed on the pre-admission process, people settled very quickly into the home and were able to form friendships and become valued members of the Culsh community soon after admission.

It was positive that the manager continued to have peer support from other service managers. This was a good platform to discuss developments with care provision, professional support and as a means of sharing ideas and good practice. There was commitment to the ongoing professional development of the role.

Staff told us they were supported by the management team. We observed staff being directed by senior staff during our inspection. Staff told us "the managers work alongside us". This resulted in areas of practice that required improvement being addressed timeously. There was recognition of the importance of continuing to improve the service delivered to people.

Refurbishment of the home was ongoing. We read the refurbishment plans for the upcoming year. During our visit the laundry was being upgraded. The management was very much aware of the need to have very good planning and organisation to minimise the disruption for people in the home. There was commitment to improving people's comfort and quality of life by upgrading and enhancing the environment.

What the service could do better

The service should look to improve how it documents the care that has been delivered. Care records that were read were task focused and gave an impersonal list of care delivered. There should be a focus on how outcomes for people have changed or improved as a result of the care need attended to.

The recording of social engagement and activity did not reflect the positive impact the excellent activity provision had on people's quality of life. We were informed through observation of practice the positive impact the varied programme had. Supporting documents showed there was a task approach to documenting activities and that these records were completed by the activities co-ordinator only. We discussed at feedback the importance of these records being outcome focused and different ways this can be achieved for example, for people who are able, to complete their own records, for visitors to have access and write a record, when appropriate and for all staff to recognise meaningful engagement and record appropriately.

During our visit we were informed that people enjoyed being outside and in particular using the small patio area. Access to this area was good. However we were informed that due to the size of this area it can become restrictive and crowded. People said they would like to see improvements to outdoor space in particular more choice. It is important for all people to have access to outdoor space that is appropriate to need. The service should look at ways of developing and improving the access to outdoor space to promote health and wellbeing.

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
20 Jan 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
9 Mar 2016	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
5 Feb 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
4 Mar 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
31 Jan 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
30 Apr 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
24 Oct 2011	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good
11 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
30 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
11 Mar 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good Not assessed
14 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
6 Mar 2009		Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
3 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good

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