

## Queens Bay Lodge Care Home Service

49 Milton Road East  
Edinburgh  
EH15 2NN

Telephone: 0131 669 2828

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

**Service provided by:**  
Church of Scotland Trading as  
Crossreach

**Service provider number:**  
SP2004005785

**Care service number:**  
CS2003010907

## About the service

Queens Bay Lodge is a residential care home which provides care and support for up to 28 older people, one of whom may be receiving respite (short break) care. At the time of our visit there were 24 residents living in the home on a permanent basis and one resident receiving respite care.

This service has been registered since April 2002.

The home is a modern building situated in private grounds in the suburbs of Edinburgh. It is on the main site of the provider's Edinburgh headquarters, and near to a bus stop on a route into the city.

Accommodation is provided on two floors, with a passenger lift and stairs giving access to the upper floor. There are two communal sitting rooms, a dining room and a number of bedrooms on the ground floor and further bedrooms on the first floor.

All bedrooms are for single occupancy, with en-suite toilet and wash-hand basin. The home also provides two shared, accessible bathrooms, and shared toilet facilities. There are separate kitchen and laundry areas. There is a patio area which can be accessed from the sitting room and there are wider grounds to the front of the building which residents can use but these are not secured.

The home is owned and managed by Crossreach - the social care arm of the Church of Scotland. Crossreach is a registered charity. Their value statements are:

- To accept and respect everyone for their own individual worth
- To consult with and involve individuals and/or their representatives in issues that affect them
- To ensure that the reasons for our actions are transparent and that we act with integrity
- To treat everyone with fairness and consistency and be accountable for our actions
- To seek to serve and support everyone in a spirit of grace, humility and compassion.

## What people told us

We received six completed residents' care standards questions and 13 completed relatives'/carers' care standard questionnaires prior to the inspection visit. All indicated that overall they were very satisfied with the quality of care that this service provided. Comments given included:

"The staff have all been superb in the care they have given my (relative) and in the compassion and support they have given me. I cannot speak too highly of Queens Bay Lodge".

"I am very pleased with the care my father receives.....he is very happy there and I appreciate everything the staff do for him".

"My mum has dementia and I trust this care home to care for her and her mobility needs".

"The staff and level of care they receive at this care home is amazing".

"Visitors are welcome anytime and are free to join in concerts and help themselves to tea and coffee. I have even had the pleasure to sit with my mum having dinner in her room on a number of occasions and the food is nutritious and excellent".

"My relative is not aware enough to act on her own behalf - but I know there is a good response when I do so for her".

"Staff very helpful and kind".

"Everyone is so kind and caring. Over the years, mum and I feel that everyone at Queens Bay Lodge are part of our extended family. We have peace of mind that (relative) is being well cared for and is in a safe and loving environment".

One relative thought that it would be helpful to have some more space for family meetings. We discussed this with the management team who advised us that the dining room could also be used outside meal times.

Two relatives did not think their relatives had a personal plan which contained information about their care and support needs. One resident and one relative did not know they could also make a complaint about the service to the Care Inspectorate. We suggested to the management team that information about these areas could be promoted through residents' and relatives' meetings.

During the inspection we spoke with 16 residents. We received positive comments about the kindness of the staff and how they were satisfied with the service being provided. Comments given included:

"Excellent place".

"Standards are very good".

"Staff very good".

" X (names the manager) is very very good".

"Happy here".

"Room nice and clean".

"X (names the activities coordinator) is lovely".

"Food very good".

## Self assessment

We are not requesting self assessments from providers for this inspection year. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan were considered throughout the inspection.

From 1 April 2018 the new 'Health and Social Care Standards' will replace the existing Care Standards. These standards seek to provide better outcomes for people who experience care, and services should now be familiarising themselves with these. We would encourage services to prepare for the implementation of the standards by working with staff and people experiencing care to raise awareness and explore what they mean in their specific setting, and consider how they impact on their work.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

Queens Bay Lodge is a well-managed service that continues to provide very good standards of care and support in a comfortable and safe environment.

The management team routinely involves residents, relatives, carers and staff in developing the service using a variety of methods to facilitate their involvement.

Residents were well cared for and supported in a caring and respectful manner by staff. There was a good team approach to meeting the support needs of the residents and their relatives/carers.

The provision of activities, which included both group and one to one activities, recognised the importance of physical activity. This helped to support residents to maximise their mental and physical wellbeing.

Residents' personal plans were personalised and guided staff on how each resident should be supported with their health and care needs. Comprehensive care reviews took place to ensure that residents' plans of care were up-to-date and to maintain good communication with residents' families, carers and/or legal representatives.

The feedback we received from residents and relatives/carers indicated that they were very satisfied with the standards of care and support provided and the management of the service.

Management and leadership of the service was very effective. A range of quality assurance systems monitored service provision. A yearly development plan provided the management team with a clear plan to maintain high standards as well as develop the service.

The expected environmental checks were carried out thereby ensuring that the environment was safe and residents and staff were protected.

The service effectively used a dependency monitoring tool, along with observing practice and listening to feedback, to plan staffing. This ensured that there was sufficient staff so that residents' needs were promptly attended to.

Staff were well supported and kept up-to-date with current best practice.

Accident and incident records included any actions taken as a result of the accident or incident. We had received notification of events that were required to be reported to us.

There was clear recording by staff when dealing with residents' finances.

The management team demonstrated they were motivated to improve the quality of the service by promptly responding to identified areas of improvement, including feedback that we gave at the end of the first day of our two-day visit.

## What the service could do better

The service should ensure that key information is promptly recorded when a new resident or respite resident is admitted **(see recommendation 1)**. Completing the review of the service's admission procedures will support staff to action this.

Some minor improvements to the completion of medication administration records were brought to the attention of the management team, who agreed to take these forward. This included ensuring that the information recorded on the identification sheets matched the medication administration records and for staff to record the outcome of any 'as required' medications that were given.

The cupboards used to store cleaning fluids in the bathrooms should be kept locked **(see recommendation 2)**.

Refurbishment of the bathrooms was to include looking at ensuring appropriate storage for towels.

The contact address for the Care Inspectorate on a notice in the entrance area was to be updated to reflect the current address.

Larger print weekly menus, seen displayed outside the dining area, were in the process of being developed.

We will follow-up these areas for improvement at the next inspection.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 2

1. The service should ensure that key information is promptly recorded when a new resident or respite resident is admitted.

This takes account of National Care Standards, Care homes for older people – Standard 5: Management and staffing arrangements and Standard 6: Support arrangements.

2. The cupboards used to store cleaning fluids in the bathrooms should be kept locked.

This takes account of National Care Standards, Care homes for older people – Standard 4: Your environment.

## 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
25 Oct 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
10 Dec 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
15 Dec 2014	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
12 Mar 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
20 Feb 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good

Date	Type	Gradings	
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
6 Jul 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
24 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
28 Jan 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
12 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 May 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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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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