

Ashgill Care Home Care Home Service

33 Liddesdale Square
Milton
Glasgow
G22 7BU

Telephone: 0141 762 3200

Type of inspection: Unannounced
Inspection completed on: 7 February 2018

Service provided by:
Ashgill Care Home Limited

Service provider number:
SP2012011783

Care service number:
CS2012306467

About the service

Ashgill Nursing Home is a privately run care home. It is based in the Milton area of Glasgow and provides 24 hour care for a maximum of 60 older people including individuals with a diagnosis of dementia. At the time of this inspection, there were a number of vacant bedrooms, with 38 residents. The home is purpose-built in a residential area with both single and double room accommodation, reception room, lounge areas, dining rooms, bathrooms/shower rooms and toilets. There are attractive garden grounds which have been specifically designed for people using the care home service. All residents were accommodated in single rooms at the time of our inspection.

The service aims to provide flexible, individualised care within a safe and well presented environment where the promotion of independence and choice is encouraged. The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

What people told us

People we spoke with during this inspection told us that they were happy living at the service. People felt safe and told us that staff were kind and understanding. Relatives we spoke with were generally happy with the service provided and spoke highly of staff.

Comments included:

"have no complaints at all as the staff are very helpful and easy to talk with."

"The staff will help you; if there's something you're not happy with they'll help you to get it rectified."

"Staff come and go with you."

"The staff are always around and they're very helpful (overnight)."

Self assessment

Not applicable for this year,

From this inspection we graded this service as:

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

What the service does well

There were a range of identified outcomes including choice, control, confidence and a sense of self responsibility identified during the inspection. Service users talked about some of the activities they enjoyed and we saw some of the ways in which people's achievements were celebrated at the home. People told us this helped them to feel more confident and comfortable in their own abilities and was important to them. Service users discussed support they received, such as "staff help me to go and do my shopping" or "if I need to, the staff can help me go to appointments like the dentist." We observed these positive relationships continually between staff and service users.

We found that staff members were present in the sitting areas, to ensure that service users received prompt support and assistance. Staff members were chatting with service users, singing along to music, which all people clearly enjoyed. Due to the relaxed atmosphere, people were observed to move freely within the service. The manager and staff continue to experience good working relationships with external health care professionals, and generally find that health care services are easily accessible to service users. We saw evidence to support this view through records in personal plans.

Risk assessments were up-to-date and relevant to the current needs of each service user sampled. Adult support and protection issues had been recognised and reported by the service appropriately. This meant that staff had taken appropriate action and understood their responsibilities and also about reporting incidents correctly. We interviewed new staff and asked about their induction period and how effective this had been in preparing them to support people who live at the service. They told us that the induction training and shadowing of experienced staff has been very helpful. They also told us that colleagues from across the home were quick to offer help if this was needed and that this had helped them to gain confidence. The staff we spoke to value the work they do and feel able to provide a good standard of care to individuals. Staff said that training is good and they told us they generally feel appreciated and well supported by the management team and their colleagues.

What the service could do better

It is suggested that 'Promoting Excellence Framework' should be prioritised in order to help the service to continue to prioritise dementia awareness and improve interactions through training that reflects best practice. (See recommendation 1).

For example, <http://www.mwcscot.org.uk>, <http://www.dementiacentre.org>, <http://www.nhshealthquality.org>.

The service should ask service users, relatives and friends of the home from the local community how they could be effectively involved in the life of the home to help staff to document the positive outcomes more effectively. (See recommendation 2).

The service plan should be further developed which outlines how people have chosen to be involved in assessing and improving the quality of the home overall and this should be re-evaluated on an ongoing basis. It could also help that systems for recording the views of people living at the service are more effective to document the positive outcomes achieved daily. The service should continue to explore audit systems developing both their effectiveness and identifying timeframes to enhance the service plan. (See recommendation 3).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. In order to develop all interactions with people living at this home, the service should continue to use the 'Promoting Excellence Framework' to ensure that greater staff numbers are credited at a higher level of dementia practices.

National Care Standards, Care Homes for Older People, Standard 5: Management and Staffing Arrangements.

2. Outcomes could be more explicit with further effective use of person centered tools.

National Care Standards, Care Homes for Older People, Standard 5: Management and Staffing Arrangements.

3. The service should continue to review audit systems including medication systems, particularly, the recording of controlled medication to ensure that records are clear and auditable in order to further developing both their effectiveness and identifying timeframes to enhance the service plan.

National Care Standards, Care Homes for Older People, Standard 5: Management and Staffing Arrangements.

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
8 Sep 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
1 Mar 2016	Re-grade	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
11 Feb 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
19 Aug 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
20 May 2015	Re-grade	Care and support 2 - Weak Environment Not assessed Staffing Not assessed Management and leadership Not assessed
9 Mar 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
29 Apr 2014	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.