

## North Merchiston Care Home Service

34 Watson Crescent  
Edinburgh  
EH11 1HF

Telephone: 0131 347 9100

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

**Service provided by:**

Tamaris (Scotland) Limited, a Member  
of the Four Seasons Health Care Group

**Service provider number:**

SP2007009153

**Care service number:**

CS2008182700

## About the service we inspected

This service has been registered since 2009. The service is a care home for 60 older people and is provided by Tamaris (Scotland) Limited, a member of the Four Seasons Health Care Group who are national providers of private health care.

The home is situated in a residential area of Edinburgh, close to local transport links, amenities and near to the city centre. It is purpose built over three floors with two units on each floor. Each unit is made up of ten rooms with en suite facilities. Access to outside areas is available on all floors, with small verandas off the sitting rooms on the upper floors. There is a communal garden with seating and pathways around planted areas.

The ground floor units are called Fountain and McEwan and are for people with specific needs relating to dementia. The first floor units are called Abbey and Younger and are for people with frailty who may also have dementia. Nurses and carers support people in these four units. The third floor units are called Caledonian and Lorimar and are for people with frailty, including dementia, but do not need nursing care. Senior carers and carers support these people.

The service's aim and objectives include:

"Making care special is at the heart of North Merchiston care home in Edinburgh. Our philosophy starts with getting to know each person as an individual and understanding what they need, so we can provide the right kind of care to match. It's simple: the more we know, the better we care. Our aim is to help people stay as well as they can for as long as they can."

## How we inspected the service

The inspection focused on checking if improvements had been made in the areas highlighted during the last inspection of 2017. We spoke with people who use the service, their relatives and staff.

We also checked the environment and looked at how the people who use the service were cared for and supported. This included observations to help involve people who did not use speech, but who communicate in different ways. Listening to people and observing how they were cared for and supported helped us conclude that the service was improving.

In relation to the environment there had been significant improvements.

## Taking the views of people using the service into account

We spoke to 16 of the 44 people who use the service in the home as well as evaluating our observations of staff supporting the people who use the service.

People who use the service told us:

"I've no complaints at all, they support me to do my own thing"

"They look after me very well, there is nothing really that I would want them to do differently"

Other comments and observations are highlighted in the report.

## Taking carers' views into account

We spoke with four relatives. We also attended a relatives meeting and although not part of the inspection we were able to use some of the information shared to support our evaluation of the progress made.

During the inspection one relative said:

"I'm aware of all the training that has been going on for staff and I feel it has made a real difference. How they move people and also there are much more activities going on now."

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

#### Requirement 1

In meeting this requirement people experiencing care can be confident that the service has an effective system for making sure that there are enough staff with the right skills and experience to care for and support them.

The provider must ensure that there are adequate staff employed to work in the care service who are trained to carry out their duties.

In order to achieve this, the provider must:

- a) Review the training needs of staff now and every six months and record the findings.
- b) Ensure that there is a mandatory training programme that addresses the reviews of training needs.

This should include but need not be limited to training in the following areas:

- i) Skilled and enhanced dementia care practice training (training levels equivalent to the Scottish promoting excellence framework)
- ii) Risk enablement and increasing physical activity in older people
- iii) Manual handling and use of appropriate equipment and slings
- iv) Medication administration and stock control.

c) Ensure that records are maintained detailing which training events have been attended and by whom.

d) Develop a system to ensure that the learning from the training is implemented in practice.

e) Evaluate the training, which should include seeking feedback from people experiencing care about how well staff are caring and supporting them.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4(1)(a) and Regulation 15(b)(i)

Timescale: Complete by 31 January 2018

The National Care Standards: care homes for older people and their principles have been taken account of in making this requirement, in particular Standard 5 - Management and staffing arrangements.

**This requirement was made on 10 November 2017.**

## Action taken on previous requirement

The manager had worked hard to support the training and development of staff so that people could experience better care and support. One staff member felt the training had helped them better support the people who use the service.

Appropriate systems and processes were now in place to monitor mandatory training and review staff training needs. The training around caring for people with dementia was slower to progress, but the manager was including experiential learning to help staff understand what it can be like to have dementia.

While progress was being made in this area we suggest that training continues and be cross referenced to the Scottish Promoting Excellence Framework which outlines the skills and knowledge that all staff need to support people living with dementia.

Risk enablement training is included in the Scottish Social Services Council promoting excellence resource available at <http://www.sssc.uk.com/workforce-development/supporting-your-development/promoting-excellence-in-dementia-care>.

We had also supported the service with some training around this and staff had engaged very well with the concept. They recognised the positive difference supporting people to take risks can make and were developing ideas around how to support people using modern technology. One relative told us that there were lots more activities going on now and much more to do. The manager has asked activity coordinators to think innovatively about ways to support people and perhaps even enable them to go on holidays.

We saw staff helping people to move and when appropriate they used hoists and slings that were right for the person who used the service. To raise from chairs we felt encouraging people to push up from their chair rather than holding onto the walking frame might help them to be a little more independent. We spoke with staff about how they could do this.

One person who used the service told us:  
"I've no complaints at all, they support me to do my own thing."

The manager was supporting the role out of medication training.

To monitor practice the deputy undertook observed practice and oversaw reflective practice for staff. The manager was working on how to collect feedback from the people who used the service and relatives about the difference training had made to their experiences.

We asked several people who used the service about this and they felt there had been improvements, one person told us:  
"I'm aware of all the training that's been going on with staff and feel it has really made a difference. How they help X move is greatly improved now."

## Met - within timescales

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

That care and support plans are easily accessible to bank and agency staff. This will make sure that people experience care from staff who know about their needs and wishes.

National Care Standards: care homes for older people – Standard 6 – Support arrangements.

**This recommendation was made on 10 November 2017.**

#### Action taken on previous recommendation

We saw that people who use the service had short and easy to use care plans that helped staff to care and support them well. However, some of the information was general rather than specific. For example one person who used the service could become anxious and agitated at times. Staff told us how they supported them when this happened, but the care plan did not include this.

We asked the manager to continue supporting staff to develop the plans.

The meaningful and measurable work available at the personal outcomes collaboration website could help develop planning and recording systems that reflect what is important to people who use the service.

#### Recommendation 2

That people are supported to personalise their rooms. This would help make sure that people have rooms that feel like their own. For people with dementia this can help them recognise their rooms and familiarise themselves more with the environment around them.

National Care Standards: care homes for older people – Standard 4 – Your environment.

**This recommendation was made on 10 November 2017.**

#### Action taken on previous recommendation

The environment had improved greatly. Many people who used the service had been supported to personalise their rooms and the manager explained that anyone coming into the home for the first time would be encouraged to bring a favourite chair or piece of furniture. The rooms were large enough to accommodate this and we saw how some people who used the service had been able to make their room very homely.

#### Recommendation 3

That the manager develops with senior management systems and plans for on going review, decoration and refurbishment of all units in the service. This will help to make sure people experience a pleasant environment, free from malodour.

National Care Standards: care homes for older people – Standard 4 – Your environment.

**This recommendation was made on 10 November 2017.**

## Action taken on previous recommendation

There had been significant improvements made and we felt the environment was very good. All the units were clean and fresh. The dementia units had been decorated and the flooring replaced meaning the people who used the service could experience a pleasant environment, free from malodour.

One person who used the service told us:

"The place is lovely now, fresh and clean and a pleasure to live in. I'm also being looked after very well."

There was still some painting to be undertaken and there were plans for ongoing review, decoration and refurbishment. We were reassured by the significant progress that had been made.

## Recommendation 4

That outdoor areas, in particular the verandas should be improved and made more accessible. To make sure people can independently access these areas, support plans should include ways to enable people to go outside if this is important to them.

People who are less independent should be supported to access and use the outdoor spaces. Exploring, if people who use the service and relatives may wish to get involved in, a small project to improve the outdoor areas would be a possible option, but there should be a structured and systematic approach to improving the appeal of the verandas.

National Care Standards: care homes for older people – Standard 4 – Your environment.

**This recommendation was made on 10 November 2017.**

## Action taken on previous recommendation

Work had begun on this with plans to plant and develop the verandas once spring had arrived. Some people who used the service and relatives were contributing. We spoke about supporting people to go outside and shared ideas around how to support people well, some of the areas related to the training about enabling positive risk taking and care planning.

Supporting everyone who wanted to go outside was not fully achieved, but we could see that this had improved. We feel more work around this recommendation was needed so that there is a focus for continued improvements.

## Recommendation 5

That in improving practice the manager and staff access the relevant and free resources available. The SSSC offer resources that cover good practice in a range of areas, available at <http://www.learningzone.workforcesolutions.sssc.uk.com>.

This will help people experiencing care to have confidence in staff because they can develop their skills and follow good practice guidance.

National Care Standards: care homes for older people – Standard 5 – Management and staffing.

**This recommendation was made on 10 November 2017.**

## Action taken on previous recommendation

See comments already made around staff development and training – from what we saw we felt there was very good progress in this area.

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
28 Sep 2017	Unannounced	Care and support 3 - Adequate Environment 2 - Weak Staffing 2 - Weak Management and leadership 4 - Good
23 Feb 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
12 Nov 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
24 Mar 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
24 Apr 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
17 Apr 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
2 May 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
29 Jun 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
16 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
22 May 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good



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