

Alexandra Court Care Home Care Home Service

332 Edinburgh Road
Carntyne
Glasgow
G33 2PH

Telephone: 0141770 9955

Type of inspection: Unannounced
Inspection completed on: 30 January 2018

Service provided by:
Barchester Healthcare Ltd

Service provider number:
SP2003002454

Care service number:
CS2007142851

About the service

Alexandra Court Care Home is registered with the Care Inspectorate to provide care to 60 older people and people with physical and sensory impairment. The service is provided by Barchester Healthcare Ltd.

There were fifty-eight (58) people using the service at the time of the inspection of which two were in hospital and two vacancies.

The service is located within the Carntyne area of the east of Glasgow. The accommodation is provided over two floors, with a passenger lift for ease of access to the upper floor. People who use the service have access to a single room of which ten bedrooms have an ensuite toilet and wash basin.

People who use the service have access to shared communal areas such as bathrooms and wet floor shower areas; lounges and dining rooms and a conservatory on the ground floor. Hotel type services are provided by the staff from the kitchen and laundry areas and staff have their own facilities.

To the front of the property is a large car parking area and there is also an enclosed garden area for people to access. The care home is well situated for public transport and motorway through Glasgow.

Barchester Healthcare states that its aim is to provide a "caring and homely environment for older people providing 24 hour care".

What people told us

We received five completed care standards questionnaires and interviewed ten people who use the service and eight family carers during the inspection process.

The majority of people spoken with told us that they were happy with the service, the food was excellent, there are activities and staff will support you to go out. They knew the manager and "she is kind".

This was balanced by a very small number of individuals who did not like group living and preferred to stay in their room however were occasionally coaxed to participate in cookery type activities such as pancake making which was found to be enjoyable. Others also commented that they enjoyed helping with the cooking and coffee mornings.

"The staff are great. They are very busy but always have time to chat"

"Most of the staff have been in service for a few years now which is very good as you get to know them and they keep in touch"

"I have been visiting my relative for a number of years and if there have been any problems with the service and if there has been anything it gets sorted right away. The home is always friendly and welcoming"

"The staff make sure my relative is eating and drinking if she does not like the food they will get her something else, they go out of there way always to be kind to everyone"

"Food is excellent - new chef recently and attended relatives meeting which was a very positive experience"

"Our views (relative and person who uses the service) are asked for periodically at meetings and informally welcomed at anytime"

"Management, general manager and nurse managers are open to approach, discussion informally which is normally sufficient if there is a concern or complaint".

Self assessment

Care services were not required to submit a self assessment document in the inspecting period 2017 - 2018.

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

People told us they were aware that the details they provided when being introduced to the service were recorded in their own care plans and regularly attended review meetings to check if the plan contents were up to date and met their individual needs. The people who use the care service told us they were treated with respect and as an individual.

The service has updated the paperwork used at the review meetings to improve the recorded outcomes for the individual. Overall we found the support plans sampled were completed to a good standard and sufficiently detailed to inform the staff how they should provide support.

The provider and staff continued to monitor levels of satisfaction through surveys and asking people how they found the service and recording their responses which were overall very satisfied.

People who use the service told us they knew how to make a complaint and if they ever require to they would speak to their keyworker or the manager.

The people told us they were consulted about activity preferences, informed about the daily activities and planned events and were supported to participate in activities to ensure they retain their daily living skills, healthy lifestyle and enhance their socialisation with other people they live with.

We experienced that management and staff were committed and motivated to delivering high standards of care to people who have been referred to the care home. The provider's and management development plan and quality assurance systems were implemented to ensure people who use the service were confident that the staff were fit to practice and deliver a high level of person centred support.

Staff who took part in the inspection told us they had been provided with a wide selection of training to meet the assessed needs of those they support and registration purposes with the Scottish Social Services Council.

What the service could do better

Since the last inspection there has been staff turnover and changes to the management team. The team building is at an early stage and staff expressed their had been positive changes and impact for all parties. We will monitor outcomes for people who use the service at the next inspection.

The service should continue to progress the areas of improvement discussed during feedback.

The provider's recruitment policy and procedures should be used in full by the care service in line with the Scottish Government's good practice guidance to protect those who use the service.

Some care plans lacked clear details of how individuals make use of their finances especially for those where an appointee is in place.

The service will continue to check the efficiency and effectiveness of the new six monthly review documentation including the necessary consent records and governance documents.

To improve the outcomes for people who use the service with regards to reducing unnecessary noise levels from individual televisions and people's orientation of the building. The service should consider improved signage and access to assistive technology which could compliment the acquired knowledge of staff through Promoting Excellence - Dementia training.

It was observed that the layout on the ground floor, the Conservatory and the adjacent room, was not used for the purpose of design. The Conservatory was presently a thoroughfare for those who access the purpose built outdoor smoking area. This meant the conservatory was too cold for anyone to sit in for use as a quiet space or to admire the grounds.

The use of the space available within the care home may be underutilised and a service review regarding a safe area for charging or storage for specialised equipment may be beneficial to all parties.

There were no requirements or recommendations made at this inspection.

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
23 Aug 2016	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
10 Feb 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
9 Jul 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
20 Feb 2015	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
1 Oct 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
17 Mar 2014	Unannounced	Care and support Not assessed Environment 4 - Good Staffing Not assessed Management and leadership 5 - Very good
7 Jun 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
14 Feb 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
27 Aug 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Sep 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	3 - Adequate
13 Apr 2011	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
21 Dec 2010	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
3 Sep 2010	Announced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
22 Mar 2010	Unannounced	Care and support	2 - Weak
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
9 Apr 2009	Announced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	2 - Weak
		Management and leadership	4 - Good
13 Nov 2008	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
23 Jul 2008	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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