

Milford House Care Home Service

58 Duddingston Road
Edinburgh
EH15 1SG

Telephone: 0131 669 8551

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

Service provided by:
Renaissance Care (Scotland) Limited

Service provider number:
SP2004006990

Care service number:
CS2005110063

About the service

The service has been registered since 2006.

Milford House is owned and managed by Renaissance Care Ltd. The home is registered to provide accommodation and support, including nursing care to a maximum of 30 older people.

The service is situated in a residential area of the city close to main bus routes and local amenities. Set in its own grounds, the home has space for parking to the front and side of the building. On-street parking is also available.

Accommodation is provided in a converted house over three floors. There are stairs and a passenger lift giving access to the upper floors. Two sitting rooms and a dining room are provide on the ground floor with a further sitting room and dining area on the second floor. There is a small quiet room on the first floor. Toilet and bathing facilities are available on each floor, and there are also kitchen and laundry facilities in the home.

The aims and objectives statement for the home notes they aim "to ensure that you enjoy a good quality of life within a pleasing and safe environment."

What people told us

At this inspection there were 26 people using the service. We spoke with 10 residents in some detail about their experience and we chatted with or observed the care of many of the other residents. We did not receive any questionnaires from people who use the service.

We spoke with three family members during the inspection. We also received four questionnaire responses. All of the families we heard from were overall happy with the quality of care that their family member received. Comments we received included:

"Very welcoming environment. My elderly (relative) is always brought a cup of tea on his arrival (to see his wife). Very clean all round and mum's room & herself are always excellent. Credit to the staff...",

"My (relative) is very happy in this care home, all the management are very caring, and that goes for the carers as well. They all do a brilliant job and our family are very happy with the care (my relative) is getting. I could get no better home for my (relative) to stay in. We are all grateful that our (relative) is well cared for."

We received a comment about the lack of stimulation in the home as follows: " General lack of stimulation, other than TV. Would be nice if there was more going on... e.g. pet therapy, virtual reality, memory boxes etc". We discussed activities with the manager and provider during the inspection and ways that these could be individualised and improved.

Self assessment

We are not asking services to provide self assessments this year while we review how we inspect services in the future. We discussed the plans for the future development of the service with the manager and provider and have asked them to submit a business development plan to us.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

Residents and relatives told us that they received very good care at Milford House. We saw that staff were kind and caring when they attended to residents and we could see that they knew residents well. We also saw that any visitors to the home received a warm welcome and relatives told us that they were always given a warm welcome.

The service employed qualified nursing staff who provided nursing care over a 24 hour period. A range of health professionals were also consulted to make sure residents had suitable glasses, G.P. services and other health care professionals.

All staff had received training to help them care for residents living with dementia. Staff were very good at responding to the needs of people with dementia, ensuring people felt valued and that they received the care they needed.

Residents told us that they enjoyed the home cooked food made in the home. All the residents we asked said that when they did not like the meals on offer, they were always offered a suitable alternative. Staff monitored residents risk of under nutrition and took action when residents lost weight.

No residents had damage to their skin caused by pressure. There was good use of pressure reducing and relieving equipment to prevent skin damage.

Medicines were well managed in the home by staff trained in medicines management.

The home had a system for managing residents weekly allowance and had no involvement in managing larger sums of money. Any financial transactions were appropriately recorded and receipts were kept for purchases. Periodic reconciliations took place.

Care plans were well written, individualised and had relevant information to guide staff about what care and support was needed and how the support should be carried out. There was consultation with residents and relatives. Regular review meetings took place and the records of these were clear and meaningful. We found work was needed to better record the monthly evaluations to show what care was working and what needed to be changed. See what the service could do better below.

The care home premises are a large converted house and the bedrooms all vary in size and lay out. Residents bedrooms were personalised with pictures, photographs and pieces of furniture. The bedrooms were cleaned to a very high standard and there were no offensive smells in the home. Domestic and laundry staff worked hard to keep the home clean and the residents clothing well cared for.

The home was well maintained and records were kept of the safety checks which were regularly carried out by the maintenance man and external contractors.

What the service could do better

Adding extra calories to meals to help residents increase their weight could be improved. By tailoring fortification to residents preferences and using for example butter instead of spread, staff could make more of an impact for residents with weight loss. We discussed with staff ways that they could do this during the inspection.

Although hot drinks were available during the day and on request for residents there was no access to hot water to make drinks on demand on the top floor lounge area. We spoke with several residents who liked frequent cups of tea. We have suggested that improving drinks facilities on the top floor could make it easier for staff to encourage residents to take drinks. The manager agreed and arranged for drinks making facilities to be put in place.

We made a recommendation at the last inspection that visual choice and pictorial and large print menus should be used to promote choice for people with sensory or cognitive impairment. Staff appeared to know residents likes and dislikes well and residents were pleased with the food. However the use of visual cues could help residents retain their independence and autonomy and we have carried this recommendation forward. See recommendation 1.

There was a part-time activities co-ordinator in the home. They were not in the home during the inspection. Some group activities and outings took place and care staff tried to give residents something to do when in the lounge. This was mainly films or television. We thought improvements could be made to make activities more meaningful for individuals and use the very good life story information gathered. We discussed this with the manager and provider who agreed to look at activity provision.

Staff needed to be better at recording the evaluations of care. This would help record what was working well and what needed to be changed in the plan of care. Although changes in care were made the reason for the change was not always clear in the evaluation. The service agreed to look at how they could support staff with this work.

The garden of the home was accessible in better weather from a sun lounge. The garden side gate needed to be reviewed to ensure access and security. The side wall of the garden had a steep drop to the neighbouring property. There was a gap in the fencing designed to prevent accidental falls from height. There was no immediate danger to residents as the garden was not in use due to winter weather. During the inspection we asked that work takes place to repair the gap and side gate. A risk assessment should be put in place for those using the garden until the repair can be completed. We have also asked the provider and manager to check that the window restrictors are compliant with Health & Safety legislation.

We discussed the certificate of registration with the provider. The home can accommodate 28 people but is registered for 30 people. The provider is considering submitting a variation to reflect the number of places and update the staffing schedule. This will provide more accurate information about the service.

The provider recognised that Milford House needed upgrading work to give residents access to modern facilities and had a plan for this. We have recommended that these plans are submitted to us with timescales for the commencement and completion of the works. See recommendation 2.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should consider offering plated meals at the table, as well as having pictorial and large print menus on display to assist people with sensory or cognitive impairment to make choices. This takes into account the National Care Standards for Older People Standard 13 Eating well.
2. Within 28 days of receipt of this report it is recommended that the provider submit their plans for upgrading the premises to us with timescales for starting and completing the works. 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.

Inspection and grading history

Date	Type	Gradings
1 Feb 2017	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 4 - Good Not assessed
3 Mar 2016	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 4 - Good 4 - Good
18 Feb 2015	Unannounced	Care and support
		4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
29 Oct 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Jan 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
14 Sep 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
1 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
20 Oct 2011	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
18 Jun 2010	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
29 Jan 2010	Unannounced	Care and support	3 - Adequate

Date	Type	Gradings	
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
30 Jun 2009	Announced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak
12 Nov 2008	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak
19 May 2008	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	2 - Weak

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