

## Strachan House Care Home Care Home Service

93 Craigcrook Road  
Edinburgh  
EH4 3PE

Telephone: 0131 336 3166

Type of inspection: Unannounced  
Inspection completed on: 19 March 2018

**Service provided by:**  
Barchester Healthcare Ltd

**Service provider number:**  
SP2003002454

**Care service number:**  
CS2007143314

## About the service

Strachan House Care Home is a purpose-built home providing nursing care for up to 83 older people. The service is provided by Barchester Healthcare Ltd, who also have other care homes across the UK. Care is provided by a team of nurses, carers and physiotherapists led by the nurse manager.

The home is situated near the Blackhall area of Edinburgh to the west of the city centre. It is set within well maintained gardens with an outlook from the rear to woods and there is parking to the front of the home. There is a spacious reception area with seating and light refreshments available for residents and visitors.

Accommodation is over two floors and is divided over three units, including a specialist unit providing care for residents living with dementia. This unit has an enclosed courtyard garden which is easily accessible by residents. All residents' bedrooms are single rooms with en suite toilet and wash hand basin facilities. There are dining and lounge areas in each of the units, as well as a range of bathing and toilet facilities.

Strachan House Care Home states on its website:

"Ensuring that we deliver high quality care to those we support isn't our only priority here - we also want to offer excitement and, most importantly, to ensure that everyone feels at home".

## What people told us

During our inspection we spoke with 33 residents, 14 relatives and 12 staff. We also received responses to questionnaires prior to the inspection visit.

Residents and relatives commented on a range of things in the home, from the quality of care to the staff caring and supporting them. Overall they were very pleased with the care provided and they felt staff were kind, caring and attentive. Comments included:

"I think it's superb, I really do - the staff are very attentive to everyone and the meals are excellent" (resident).

"The staff and nurses take care to get to know personally the residents and their families" (relative).

"It's superb, they (staff) never say ~ hold on I've only got one pair of hands" (resident).

"We are made to feel very welcome and are kept fully informed of my Dad's health and well-being at all times" (relative).

Some felt that some aspects of care could be improved and that some junior staff would benefit from more training.

"It's not anticipating needs, for example things are not in reach when she is in bed...it just depends who is on. I think there have been changes in staff here, don't mean to be critical and they are improving all the time" (relative)

"We are all looked after here, but I've really had enough now, I've been sat here for ages" (resident).

"I feel I need some purpose to my day, something meaningful to do.....the staff are kind but it's not the same as being able to be more independent" (resident).

Some were concerned at the turnover of the nursing staff and the effects upon staff of working quite a few days in succession. We raised and discussed this with the manager during the inspection.

Many residents and relatives greatly appreciated the facilities in the home, the lovely gardens, frequent wildlife visiting the garden and the woodland view from the rear of the building.

Other comments are highlighted in the report along with comments from staff that we spoke to.

## Self assessment

We are not asking services to submit a self assessment for this inspection year. During the inspection we discussed areas for potential development and improvement.

From 1 April 2018 the new "Health and Social Care Standards" replace the existing standards. The new 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 upon how they support people. The standards can be accessed at: <http://www.newcarestandards.scot/>

## From this inspection we graded this service as:

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

## What the service does well

Residents were experiencing very good care and those residents who were unable to talk with us generally appeared relaxed, comfortable and well cared for. Many residents and relatives spoke highly of the staff, naming some who were particularly kind and caring.

"The whole atmosphere is really nice and staff have time to speak to the residents ...they went over and above the line of duty for his birthday, they made such a fuss of him" (relative).

"Glad I have an opportunity to speak to you as I want to tell you how wonderful this place is - it's brilliant! The care that we as a family got was amazing- they are special people" (relative).

We observed staff supporting residents in a calm unhurried gentle manner with respect, warmth and patience. Staff demonstrated that they knew the residents well, had the skills to support them and were perceptive when residents, who were unable to ask for help, appeared uncomfortable or became upset. One or two residents we

spoke with mentioned that the staff turnover some months ago had been a concern to them and that they had found it unsettling. However staff turnover had decreased and there was a stable cohesive staff team. In addition the home has not used any agency staff over the previous year, this means that residents are cared for by staff that know them well.

Staff felt well supported by the manager and their colleagues and they spoke positively about their job and the residents they cared for.

"I really like working here, whenever I have a problem everyone helps me, it feels like a family" (staff).

Relatives we spoke to whose family member had moved into the home recently felt that both they and their relative had been very well supported during what had been a very stressful time.

"I felt the staff did very well, smoothing the transfer, I felt very reassured" (relative).

New residents were fully assessed by physiotherapists and the staff team. For two residents who had moved in recently, we saw that their well-being, mood, mobility and appetite had improved within a relatively short space of time. Of particular benefit were the physiotherapists and for some this had been a factor when choosing the home. One relative commented "I chose it (the home) quiet specifically because they have physio's".

Care about physical activity is a project being promoted by the Care Inspectorate. There are ideas and suggestions about how care services can increase physical activity at the following website:  
<http://hub.careinspectorate.com/improvement/care-inspectorate-programmes,-projects-and-publications/care-about-physical-activity/>

Family members felt that they received good support and were reassured that their relative received the very best of care towards the end of their life.

"They are the experts at the end, they were fantastic...they organised and discussed everything" (relative).

"Staff looked after us when dad died, we stayed, they fed us and looked after us" (relative).

Within the dementia unit we saw very good care, supporting people who were very active to remain so while also ensuring they had enough nutrition and rest. One relative said "...she is very happy. She treats it like it's her home. She is very active and always has been. The staff are very good at supporting her".

## What the service could do better

Although there was a varied weekly programme of activities and events that many residents participated in and enjoyed, some residents felt that the things on offer did not meet their interests or preferences.

"I get bored....they don't know what I used to do, I still have a busy active mind, I used to go to the cinema and theatre. I would love a little job" (resident).

"The activities are unimaginative and need more staff" (resident).

We discussed how the home could approach meeting residents' individual needs and preferences in other ways. For example, rather than going on an organised outing arranged by the home, residents if they wished, could be enabled go to the theatre or cinema, by arranging the support that they need themselves, with help from the staff in the home.

Whilst care was very good and the information in residents care plans was detailed, care plans took a long time to read and were locked away. With the new Health and Social Care Standards in effect from April 2018 the home could use this opportunity to review how care is delivered to make care more personalised and person centred. For example having the resident's care plan with them in their room, as it would be if they were still in their own home, could give the resident a sense of ownership of their plan. They, and if appropriate their family, could read and contribute to it. It would also be readily accessible to carers at the time and place of care. We suggest the home might benefit from the meaningful and measurable work available at the personal outcomes collaboration. This could help develop planning and recording systems that reflect what is important to people. Information can be found at:

<https://personaloutcomescollaboration.org/leadership-support/>

(Recommendation 1)

The home had a system called "the resident of the day", displaying the resident's name in a public area. This resident then had all aspects of their care reviewed/updated on a monthly basis. We felt that it would be possible to have a much more personalised approach. Residents and their key worker/named nurse should discuss needs privately and on an on-going basis, involving those important to them. Again there is a wealth of information about personalised approaches to care and support available at:

<https://personaloutcomescollaboration.org/personal-outcomes-approach>

(Recommendation 1)

Within the specialist dementia unit we felt that some staff would benefit from further training and improving their skills when supporting people with dementia. We observed the lunch time experience and felt that some residents missed opportunities to have really positive interactions with staff who helped them with their meal. We recognised that the unit had received an in-house award for dementia care, but would encourage the company to review the staff skills in line with the Promoting Excellence Framework in Scotland - more information is available at: <http://www.sssc.uk.com/workforce-development/supporting-your-development/promoting-excellence-in-dementia-care>

(Recommendation 2)

We felt the table layout and fine dining experience in the other units was superior to the dementia unit. We also saw that several residents ate at a table in front of them as there was insufficient room at the dining tables. The music playing in the background was also "pop" music for a time which was noisy and not appreciated by those we spoke to. This was eventually changed by the staff.

## Requirements

Number of requirements: 0

## Recommendations

**Number of recommendations:** 2

1. To assure residents and their families/carers that care is planned and reviewed in a personal way the home should:

- (i) make sure the plan is accessible by the resident and if appropriate their family/carer. Ideally the plan should be kept with the person.
- (ii) review their current system of "resident of the day" so that the ethos of the system is reflected in every day care and not just for the day that the resident is "resident of the day"

National Care Standards, care homes for older people standard 6, support arrangements.

2. To ensure that people with dementia are well supported it is recommended that the staff skills and expertise in relation to dementia care are improved:

The manager should ensure that:

- (i) staff are supported to put into practice their learning and develop their skills with the aim of having staff in the specialist dementia unit working at an enhanced level of practice.
- (ii) evaluation of staff training should include seeking feedback from people experiencing care (relatives and residents) about how well staff are caring and supporting them.

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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
28 Mar 2017	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent 5 - Very good Not assessed Not assessed

Date	Type	Gradings
25 Mar 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
5 Feb 2015	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing 5 - Very good Management and leadership 6 - Excellent
11 Feb 2014	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing 5 - Very good Management and leadership 6 - Excellent
27 Feb 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
9 Dec 2010	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership Not assessed
9 Jul 2010	Announced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
5 Mar 2010	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
28 Aug 2009	Announced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 5 - Very good

Date	Type	Gradings	
25 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
8 Oct 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.