

Burnfield Care Home Service

32 Burnfield Road
Giffnock
Glasgow
G46 7PZ

Telephone: 0141 638 4806

Type of inspection: Unannounced
Inspection completed on: 14 June 2018

Service provided by:
Newark Care

Service provider number:
SP2003002370

Care service number:
CS2003010477

About the service

Burnfield is registered to provide residential and nursing care to 40 older people. At the time of the inspection the service was operating at full capacity.

The service which is owned and managed by Newark Care is in Giffnock, East Renfrewshire. The accommodation on the ground and first floors comprises six discreet living units of different sizes. There is a large communal area and conservatory on the lower ground floor.

The stated aims of the service are to provide the highest standard of care and accommodation, to treat each resident with respect and dignity according to their individual requirements and needs and to encourage them to exercise their rights to choice and privacy and to be as independent as possible with maximum support. While the care is provided within a Jewish Orthodox setting, people of other faiths or no faith can be considered for admission.

What people told us

Before the inspection we sent care standards questionnaires to the manager to distribute to residents and relatives. We received twelve completed questionnaires from residents and ten from relatives prior to the inspection. We also spoke with eight residents and one visitor. They all told us they were very happy with the overall quality of service. Some of their comments were:

Residents:

- Staff are there when I need them
- I am happy to have this as my home as the carers are very good and helpful to my needs
- The staff are very caring and attentive
- I have a very bright nice room
- This is a lovely home and I am very happy since coming to live here
- The care food and accommodation is excellent
- Staff are very pleasant and nice to chat with
- Very good care from support workers and nurses
- Got everything I need and well looked after by staff.

Relatives:

- My relative had a great welcome and the staff are all friendly and caring there is an issue passing information from one care worker to another as there are so many staff and residents it had taken a while to sort some issues out
- The manager is very approachable and efficient everyone appears to want to get my relatives care right
- My relative has recently become a resident in Burnfield House this is a great relief to me to know they are in a safe and caring environment. Staff have got to know them and their background to find common experiences and form relationships with them. The staff have supported us as well the home has a very good relationship in the wider community which I now know to be well deserved
- Excellent care in every respect
- Since my relative has resided at Burnfield their health has improved greatly and anxiety levels dropped.

Self assessment

A self assessment was not requested as part of this inspection.

From this inspection we graded this service as:

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

What the service does well

Those living in the service and their relatives all commented highly on the level of care and support provided by all staff in the service. From discussions with residents, their relatives and responses to our questionnaires people told us they were very well looked after and that their needs were being met.

We noted that the service frequently consulted with residents and their relatives in relation to service provided and where possible acted on feedback received. This helped to ensure that people's views influenced service provision.

We observed how staff supported and engaged with people and observed them as being warm, caring and professional. Staff demonstrated that they knew people well and supported people to remain as independent as possible in relation to areas such as mobility.

The service ensured that it met people's health and wellbeing needs. This was evident in personal care plans and medication records, and was confirmed in our discussions with those living in the service and their relatives. Overall the personal plans seen at this inspection contained very good information, relating to how the person's care and support needs should be met, in a person-centred way and the detail in these were known by staff.

A wide range of activities were made available to people on a daily basis, this included on a one to one and group bases. The service also had active links with local community groups. Residents spoken with commented positively on what was made available, some commented that they had been involved in discussions around what activities and outings they wished to take part in and this was provided.

Residents, relatives and staff, spoke very highly about the manager. They were seen as being very approachable and supportive but also able to address any issues effectively with people to improve the outcomes for those living and working there.

Staff commented positively on training opportunities and stated that they had appropriate training to meet the needs of those they provided care and support to. They stated that they were involved in discussions about what was happening or planned to happen with in the service were asked for their views which, where possible, were acted upon.

A range of audits were carried out by management to assess how the service performed over a range of areas, including medication management meal time experiences, environment and staff files. We found that where issues were raised in these audits or through spot checks, action was taken to address them.

The service had an improvement action plan in place detailing areas it planned to improve on over the coming year and covered proposed improvements to care and support, environment, staffing and management and leadership.

Burnfield Care Home continues to strive to ensure improved outcomes for people living in the service. The service continues to identify areas that they wish to improve on and deliver on this.

What the service could do better

As an area for improvement we would suggest that action plans were completed following meetings or consultation to ensure that any actions agreed were completed. This would help the service to show those living in the service, families and staff how people's views were taken forward to improve people's experience.

Management needs to further develop the quality assurance systems in place to have an effective overview of the whole service and help to identify both strengths and areas of improvements. We discussed this at the inspection and the manager and CEO has agreed to take this forward. This would allow the provider to have a more measured assessment on service provision and improvements needed. We will monitor the effectiveness of this at the next 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
31 Jul 2017	Unannounced	Care and support
		5 - Very good
		Environment
		Not assessed
		Staffing
		5 - Very good
		Management and leadership
		Not assessed

Date	Type	Gradings	
21 Jul 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Aug 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Oct 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Oct 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
15 Oct 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
7 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
1 Jul 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
10 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed

Date	Type	Gradings	
9 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good
31 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
7 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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