

Eildon House Care Home Service

23 Eildon Street
Edinburgh
EH3 5JU

Telephone: 0131 557 1481

Type of inspection: Unannounced
Inspection completed on: 28 March 2018

Service provided by:
Eildon Care Limited

Service provider number:
SP2013012074

Care service number:
CS2013317488

About the service we inspected

This care home service for older people registered with the Care Inspectorate on 10 September 2013. It is registered for 24 places and is owned by Mansfield Care group. Nurses and carers support people in the care home.

The home is situated in a residential area of Edinburgh, close to local transport links, amenities and near to the city centre. The home is an older building that has had upgrades to provide en suite in all but two rooms. Two of the rooms are large enough to be double rooms. We support the use of double rooms for people in relationships who choose to live together. The rooms are on three floors accessed by a lift and stairs. There is a sitting room and dining room on the ground floor and a sitting room with dining area on the first floor. There is access to a small paved area at the front of the home.

The service aims and objectives include:

"...all our staff strive to create a warm, friendly atmosphere where comfort, safety and security are paramount, and where each resident can be the person he or she has always been".

How we inspected the service

We focused on following up the six recommendations made at the last inspection in October 2017. We spoke to residents and staff and observed practice, as well as reviewing care plans and discussing these with residents.

Listening to people and observing how they were cared for and supported helped us conclude that the service was making improvements in relation to the recommendations, but there was still some work to be completed.

Taking the views of people using the service into account

There were 20 residents living in the home at the time of the inspection and we spoke to 16 residents. We also spoke to 7 staff.

Residents told us about what it was like to live in the care home. Overall they felt staff were attentive and respectful. Their comments included:

"I'm quite contented here"

"I'd say it's good here, well maybe a little more than just good!"

"I think we are all well looked after, I'd say the home was middley" (referring to what grade they would give the service)

Other comments are highlighted in the report.

Taking carers' views into account

We did not speak to any carers during this inspection.

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

Recommendation one, Care and Support

To help people remain as independent as possible staff should seek advice and support from other professionals to ensure people have access to relevant equipment, like for example adaptive cutlery. Rehabilitation and improving independence should be promoted for all residents, but particularly those who have had recent health events that mean care and support can improve their experience and/or help them manage better. National Care Standards, Care Homes for Older People Standard 6.

This recommendation was made on 31 October 2017.

Action taken on previous recommendation

We saw good progress towards meeting this recommendation, but felt there was still some work to be undertaken. Adaptive cutlery was being used to support people to eat independently and we saw that some residents' independence had improved since the last time we inspected, showing the home was supporting residents' rehabilitation. Further work towards meeting this recommendation relates to agreeing short and long term goals with residents and documenting them in a meaningful and measurable way. Including and/or supporting residents to access relevant others in this process would be important, like for example physiotherapists.

Recommendation 2

Recommendation two Care and Support

To make sure that people experience care from staff who know about what really matters to them, care and support plans should reflect people's needs and wishes and be available to all staff. National Care Standards, Care Homes for Older People Standard 6.

This recommendation was made on 31 October 2017.

Action taken on previous recommendation

Care and support plans had improved a little, but there was still some work needed to meet this recommendation. Residents' aspirations and wishes were not being reflected in the plans, from small things like being able to rise from the chair independently to bigger things like going to the opera. Several residents were unaware of their plan or what was in it. One person described what was important to them, this was not reflected in their plan. The meaningful and measurable work available at the personal outcomes collaboration could also help develop planning and recording systems that reflect what is important to people. Information is available @ <https://personaloutcomescollaboration.org/>

Recommendation 3

Recommendation 3 Environment

To make sure people can independently access outdoor areas risk assessments 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 the outside area when they want to and perhaps visit the park across from the home. National Care Standards, Care Homes for Older People Standard 4, Your Environment.

This recommendation was made on 31 October 2017.

Action taken on previous recommendation

Risk assessments and planned care still needed to improve to consider how best to support people who wanted to go outside. We recognised that the weather had not been good and that the manager was beginning to tidy up the small seating area at the front of the home. People who are less independent should be supported to access the outside areas.

Recommendation 4

Recommendation 4 Environment

To make sure people have privacy, dignity and a bedroom of their own, double rooms should only be used when two people specifically request this or are in a pre-existing relationship before moving into the home. National Care Standards, Care Homes for Older People Standard 4, Your Environment.

This recommendation was made on 31 October 2017.

Action taken on previous recommendation

There was still a shared room being used despite the care home having two vacant rooms. The manager had not approached the residents about having their own room because this had been a long standing arrangement. We would continue to promote the option for people to have choice and will continue to pursue this recommendation, particularly as the new Health and Social Care standards advocate this.

Recommendation 5

Recommendation 5 Quality of Staffing

To make sure residents' rights and dignity are promoted care and support reflects best practice staff should seek the support of appropriate external professionals. This will help explore the most appropriate ways to support people who become distressed and/or agitated. National Care Standards, Care Homes for Older People Standard 5, Management and Staffing Arrangements.

This recommendation was made on 31 October 2017.

Action taken on previous recommendation

The practice around supporting residents who could become distressed and/or agitated had improved. However, we discussed the importance of appropriate documentation that is not confusing, to ensure care and support can be appropriately evaluated and tailored for people.

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Recommendation 6

Recommendation six

To reassure people with dementia that staff caring for them are knowledgeable, staff should receive or update dementia training. This should include how to support people who can become distressed or who display behaviour that challenges staff to care and support them well. Evaluation of the training should include seeking feedback from people experiencing care about how well staff are caring and supporting them. National Care Standards, Care Homes for Older People Standard 5, Management and Staffing Arrangements.

This recommendation was made on 31 October 2017.

Action taken on previous recommendation

Information about dementia was available to staff and some training around dementia had taken place since the last inspection. One staff member was applying to the Scottish Social Services Council to be an ambassador in Dementia and the in house dementia training was being mapped against the Scottish governments Promoting Excellence Framework to determine what skills levels staff had. We felt progress had been made in this area and the service should continue, considering ways to eventually evaluate the difference training is making to residents.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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
3 Nov 2017	Unannounced	Care and support 3 - Adequate

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
25 Jan 2017	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Jul 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
5 Feb 2015	Unannounced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
31 Jul 2014	Unannounced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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