

Persley Castle Care Home Service

Mugiemoss Road
Woodside
Aberdeen
AB21 9XU

Telephone: 01224 685800

Type of inspection: Unannounced
Inspection completed on: 5 July 2018

Service provided by:
Renaissance Care (No1) Limited

Service provider number:
SP2011011731

Care service number:
CS2011303083

About the service

Persley Castle provides residential accommodation, nursing care, and support to a maximum of 40 older people. A maximum of five of these places may be used for adults with physical impairments. At the time of our inspection there were 33 people living in the home.

The service is a converted mansion house located in Bucksburn, Aberdeen and is close to local amenities. There are 38 single rooms and one double room over three floors. Seventeen rooms have en suite facilities with a toilet, wash hand basin and shower. Nine have en suite facilities that include a toilet and wash hand basin. Twelve rooms have a sink in the room.

Residents have a choice of shared lounge and dining rooms. There is easy access from the shared areas to the beautiful landscaped gardens.

The service is owned and managed by Renaissance Care (No.1) Limited and registered with the Care Inspectorate on 14 November 2011.

What people told us

We sent 25 Care Standards Questionnaires to the manager to randomly distribute to people who live in Persley Castle and visitors to the service. Eleven completed questionnaires were returned to us. During our inspection we spoke with eight people who use the service and with four relatives. We used some of their comments to inform our inspection, for example:

"The grounds are beautifully kept with beautiful plants."

"The food is fresh and nutritious."

"I have no worries. I am happy and feel safe."

"Persley is a very good home and well run home and I feel well cared for here."

"I am well looked after and I have found new friends and company."

"My home is always clean and tidy and well maintained. It is always a happy place all of the time."

"Persley Castle is a friendly, well run establishment where residents are treated with dignity and respect."

"Sometimes I think a bit more staff might help."

We concluded that people living in Persley Castle and visitors to the service are very satisfied with the care provision.

Self assessment

A self assessment was not required to be completed for this inspection. However, during our inspection, we reviewed the service's development plan which informed us of the service's goals and aspirations for the upcoming year.

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

During our inspection we found that the service continues to deliver a very good standard of care and support to people living in Persley Castle and for the leadership and management of the service. We identified major strengths that continued to improve outcomes for residents.

Throughout our inspection residents looked very happy and content. Staff recognised the importance of assisting people to maintain a sense of identity and personhood for example assisting with makeup or jewellery. One person said, "they know how I like my fringe styled".

We observed no missed opportunities for staff to engage in meaningful conversation, often with humour. We were told "the staff are just lovely" and "there is always a smile and a laugh". It was apparent that there was a culture of respect and friendship.

There was a new activities person employed. Residents spoke positively about the improvements to social activities. "There is loads going on." A board in the shared living room highlighted the activities of the day. This effective system ensured that people were aware of what activity was on offer and could make an informed choice of participating or not.

Throughout our inspection we observed people access the beautiful gardens. Staff were attentive in ensuring protection from the sun was in place and that people had drinks. We were told; "The gardens are so special to me" and "I feel so relaxed here enjoying the flowers and the birds". The staff had recognised the importance of access to outdoor space in relation to the health and wellbeing of people. Residents told us they were grateful for the efforts made by staff in ensuring the gardens were well maintained. Staff were motivated to improve people's quality of life.

We spoke with visitors who told us that they were informed of any changes to their loved one's care needs. We read in care notes that staff acted promptly when the healthcare needs of people had changed, ensuring appropriate referral and changes to treatment plan were in place. This resulted in the appropriate care being delivered in relation to the risks and changing needs. There were very high levels of confidence in the skills and knowledge of the staff.

There was a robust quality assurance system in place that demonstrated there was a commitment to the continual development and improvement of the service provision. It was positive that senior management had

an overview of the audits undertaken and provided additional support and guidance in their completion. This meant that audits undertaken were meaningful.

Residents, visitors and staff spoke positively about the management team. We were told that the manager and senior managers were approachable and visible in the service. People felt informed and involved and would not hesitate in raising concerns.

What the service could do better

The provider had improved and enhanced many areas of the environment within the home. We saw how this had improved people's experiences and comfort. However, we found that some thresholds at doors were raised and posed a trip hazard. Some shared toilets appeared tired and were not reflective of the warm and homely décor of other shared areas. The service should look to continue upgrading all areas of the service to enable people to experience the same standard of décor in all areas of the home.

The door and hatch to the kitchen remained open throughout the day including meal services. We found at times noise was excessive from the kitchen, for example dishwasher on or dishes clattering. Although the noise does not impact on the wellbeing of people outwith mealtimes, we were concerned that during mealtime services this noise may impact on the enjoyment of people who are living with dementia or with hearing impairment. The service should look to minimise background noise at mealtimes.

The entries in the activity documentation were task focused with no evidence of outcomes. During our inspection we observed care staff engage with people and assist with meaningful activity. This was not captured. The service should look to develop how this information is recorded, evidencing how people's wellbeing has improved from participating in meaningful engagement.

There had been a recent activities survey and we read that some residents had requested more exercise. This had yet to be incorporated into the activities plan. The service should include the preferences of people in planning the social activities programme.

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
20 Jul 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
17 Aug 2016	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership Not assessed
6 Oct 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
25 Feb 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
12 Mar 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
19 Dec 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
24 Apr 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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