

Parkhouse Manor Care Home Care Home Service

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Barrhead
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Type of inspection:

Unannounced

Completed on:

8 June 2018

Service provided by:

Laurem Care Group Limited

Service provider number:

SP2014012402

Service no:

CS2014333774

About the service

Parkhouse Manor Care Home is registered to provide nursing care and support for up to 48 older people. The provider is Laurem Care Group and the service registered with the Care Inspectorate in 2015. There were 47 people living in the home at the time of the inspection.

The service is based in two separate traditional dwellings (Oakview and Beechview). Recent refurbishment of the home has made it a bright, pleasant and comfortable environment for the people living there. There is a car park to the front and large enclosed gardens and patio area to the rear which provides a pleasant and private space. The home is situated in a rural area just outside Barrhead and there are shops and other facilities a short journey away.

The philosophy of care for Parkhouse Manor Care Home is: "We believe that people who choose our home have an absolute right to live as they wish, but always with dignity, respect and warmth".

What people told us

We gathered the views of people using the service and relatives through one to one conversations and questionnaires. An inspection volunteer assisted with the inspection by meeting and talking to residents and relatives. We also observed the quality of support people received and interactions with staff which we noted were warm and supportive. Staff had a good understanding of each person's routines and preferences. It was evident the service was highly valued by the people experiencing care and their relatives.

Where issues were raised we discussed them with the manager but overall feedback was very positive. Comments we received included:

"It's a very bright and clean place. The garden is lovely."

"It's great here. The food is excellent. I enjoy sitting here in the garden. We sometimes have things to do but I just like sitting here."

"I love it here. There are activities sometimes. Staff are very helpful."

"My room is gorgeous - big, sunny - lovely open windows. Everyone is so nice."

"It's a wonderful place. I've got no complaints at all. They can't do enough for my husband. The staff are brilliant."

"It's a very safe environment - very secure and I love the gardens."

"All staff know my relative is a creature of habit. He has a routine and he does not like to divert from this. I know all the staff are aware of his routine to keep him as happy as possible."

"It feels like a home from home."

"The staff are respectful and chatty. They have to get to know you as well as you knowing them. If there was a problem I would say."

"If I had any concerns I would speak to the manager who is always around. I feel she would take any concerns on board."

Self assessment

Services were not required to submit a self assessment this year.

From this inspection we graded this service as:

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

What the service does well

People using the service and relatives spoke very highly of the care and support and the staff providing it. They described staff as kind, helpful and caring. There were regular opportunities for residents and relatives to give feedback on the service day-to-day, at meetings and in reviews.

We found that staff had a positive attitude to their work and were open and friendly and showed respect in their interactions. They received good training opportunities relevant to the needs of the people they supported using a combination of online and face to face training.

In general the care plans we sampled contained good detail on the person and how to deliver their care and support. They were person centred and written in a respectful and sensitive way.

We observed the mealtime experience in both units and concluded that overall these were positive. Staff offered people choice and an appropriate level of assistance and were good at encouraging them to eat and drink well. We noted that fluids were promoted throughout the day and fresh fruit was available outwith mealtimes. Promoting good nutrition and hydration was important in keeping people well.

The new lifestyles coordinator, the person responsible for planning activities, was very enthusiastic and had begun researching individuals' interests and designing activities linked to them. We would encourage this approach as spending time doing things they enjoy has a positive effect on people's mental health and wellbeing.

We looked at how the service supported and managed people's medication and found generally good systems for ordering, storing and recording. This meant that people could be confident that they received the medicines they needed to improve or maintain their health. It was good that people's independence was promoted through self-managing their own medication where they were able to.

The manager was well known by residents and relatives and was regularly available in the service to address any concerns.

The service had developed a quality assurance system to assess and monitor the quality of service. This included a range of audits such as monitoring the content of personal plans and ensuring the completion of necessary documentation.

The providers and manager presented as committed to continually improving the service to ensure that people living there had as good a quality of life as possible.

What the service could do better

We noted that work on updating care plans was ongoing and discussed ways in which they could be improved further including making them more outcomes focussed and regularly auditing their content for accuracy. Also as care plans are a working document all staff including agency staff should have regular access to them so that they have the right information to meet people's needs consistently.

People's care plans should be reviewed at least six monthly to ensure that their care and support needs continue to be accurately reflected. (Recommendation 1)

We discussed the benefits of using a range of methods for staff supervision including one to one meetings and group supervisions where staff would have the opportunity to meet with their peers and have opportunities for continuous learning through discussion of best practice and other information relevant to their role such as the new health and social care standards.

We saw from records that the temperature of the treatment room in Beechview unit was sometimes too high. The manager was quick to act by bringing a stronger fan but in order to ensure safe storage of medication will need to monitor the situation as further action may be needed if the problem persists. We found that some homely remedy medicines were out of date. The manager should ensure that medication audits are robust so that issues such as this are identified promptly.

We discussed the benefits of allocating tasks to staff at the start of shifts so that they were clear about their responsibilities and to promote accountability. We have also asked the service to be mindful of confidentiality and ensure that shift handovers do not take place in communal areas used by residents.

While we could see improvements to the service since the last inspection there now needed to be a continuous improvement plan showing how the service would develop further and identifying who would take each action forward. This would show clear accountability and enable the manager to track progress. The plan should take into consideration the views of people using the service, relatives and staff at all levels. We will look at progress at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to check that people are happy with their care and to ensure that information about their care and support needs is accurate and up to date, the service should review each person's care plan at least six monthly. This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'my personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15)

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	
6 Jun 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
9 May 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
17 Nov 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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