

Davislea Home For The Elderly Care Home Service

100 Mallaig Road
Drumoyne
Glasgow
G51 4PE

Telephone: 0141 276 0753

Type of inspection:

Unannounced

Completed on:

19 June 2018

Service provided by:

Glasgow City Council

Service provider number:

SP2003003390

Service no:

CS2003001029

About the service

Davislea Care Home is a purpose built two storey building situated in the Drumoyne area of Glasgow. The service is provided by Glasgow City Council and registered with the Care Inspectorate since April 2011.

The care home is accessible to public transport routes and the motorway. Service users are within walking distance of local shops and community amenities.

The building offers residential care in accommodation for 34 older people and a public lift provides ease of access to the upper floors. The home is divided into four named units, of which one is a specialised Dementia unit. The single bedrooms provide a partial ensuite and the home has shared toilets and specialised bathing facilities, which were homely in décor and appearance.

The care home is surrounded by well maintained grounds and a carpark to the front of the property.

For those service users who smoke there is a designated smoking room which is easily monitored for health and safety purposes due to the window onto the corridor.

The provider continues with the building of the new care home which will be completed at some time in 2019. During this interim period the provider has continued to invest in the refurbishment and redecoration of Davislea Care Home to ensure a homely environment for people who experience care.

At the time of the inspection Davislea Care Home was full with 34 service users and no vacancies.

What people told us

Prior to the inspection we received a total of seven completed care standards questionnaires by people who use the service and their relatives and carers where all writers gave very positive feedback.

During the inspection we spoke with people who use the service and family members who were visiting their relatives. Feedback from all persons was positive regarding the service they receive.

"Glad she is well looked after, fed, watered, cared for and safe"

"It is easy to notice who is in charge on the unit and there is a noticeboard in the main service which tells you who is on duty. There are meeting with all staff and patients"

"Staff are nice. Room ok"

"Like to watch TV in my own room as big room is too loud. Food not bad but today prefer to lie on top of my bed and not go for lunch".

Self assessment

Care services were not required to complete a self assessment during the inspection period 2018-2019.

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

The service had developed an improvement plan for 2018 highlighting the areas for work with the central focus being on outcomes for people who experience the service and how the service and staff will achieve this.

The residents spoken to during the inspection told us they were treated with dignity and respect. They said they were well informed, felt listened to and their opinions were valued. These positive comments were confirmed through the feedback from the service's own surveys and questionnaires and the external questionnaires returned to the Care Inspectorate.

The people experiencing the care were observed to be comfortable in the presence of the staff with positive interactions between people who use the service, their visitors and the staff in each unit. We carried out a short observation of practice (SOFI2) within a unit which highlighted the very good quality of interaction, communication and participation taking place between people experiencing care and those who provide the care and support.

Staff were found to be committed and motivated to delivering high standards of care to people who reside at Davislea. The staff were knowledgeable of the social and health needs of residents which were recorded in the individuals plan and supported by the primary health care team and local doctor's surgery.

The care plans sampled were completed to a good standard and sufficiently detailed to inform staff on how they should provide support for an individual. The residents and their carers told us they had assisted with the development of the care plan by providing personal details and health and social information which identified the individuals assessed needs. They confirmed that they were regularly invited to attend meetings to review the plans contents to ensure it was accurate and helped them to meet their goals and aspirations.

Residents told us they are encouraged to remain healthy by participating in a variety of activities held within the care service and community amenities for the benefit of their physical and mental wellbeing. Visitors can view the activities as they scroll through on the digital photo frame located in the foyer. Residents were observed to be very animated as they participated in the reminiscence group and quiz. Other residents' personal preferences were met by receiving their own copy of the daily paper, knitting or improving their strength and balance by using the pedal cycle. The residents told us they were proud that their gardening group had enhanced Davislea Care Home by potting up some containers and these floral displays adorned the balconies and patio area.

The staff spoken to during the inspection were very positive about the wide menu of courses available which encompassed qualifications for registration purposes with the Scottish Social Services Council, health and social needs, matters of safety, protection and finance to enable them to do their job effectively and deliver a high level of person centred care. Those staff interviewed told us they had easy access to management and a framework of support through supervision, personal development and staff meetings.

The care service had been innovative by inviting family and friends to learn more and keep up to date with good practice by attending certain training courses. The courses have focussed on Dementia Standard - "Promoting Excellence" and CAPA focussing on how physical activity benefits residents' health and wellbeing and create positive outcomes for individuals through meaningful activities.

Residents were confident their health and wellbeing was protected by the provider. Senior staff completed various audits of the service to ensure that residents and visitors to the care home were protected through the implementation of policies and procedures and an effective system in place to have faulty equipment fixed in a timeous manner.

People who use the service told us they knew how to make a complaint and if they ever required doing so they would speak to the staff and manager and the provider's complaints procedure was visible on the noticeboard.

What the service could do better

The construction of the new care home continues and no date specified as yet for entry during 2019.

Staff from the three care homes "The Hub" have commenced conversation, under the guidance of senior management, to ensure a smooth transition for the service users, their family and friends and the staff to the new care home.

The provider's care plan working group has still to give their findings and until this takes place the service continues to work with the care plan documentation and contents which has been identified as having capacity for improvement. We will continue to monitor care plan documentation and any changes made to the individuals file at future inspections.

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
18 Jul 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
21 Jul 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
2 Mar 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
10 Mar 2016	Re-grade	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
3 Nov 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
27 Feb 2015	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
4 Sep 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
11 Mar 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Jun 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
1 Feb 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
27 Jun 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Sep 2011	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	Not assessed
7 Oct 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
29 Apr 2010	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
14 Jan 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
22 Jul 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
3 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
31 Aug 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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