

Summerlee House Ltd. Care Home Service

1 Canal Court
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Telephone: 01236 433466

Type of inspection:
Unannounced

Completed on:
24 August 2018

Service provided by:
Summerlee House Ltd.

Service provider number:
SP2008009682

Service no:
CS2008172820

About the service

Summerlee House is operated by Summerlee House Ltd and is registered to provide care to a maximum of eighty-four older people, some of whom may have a physical or a learning disability. The service also provides care for people with sensory impairment and palliative care needs.

The service is situated in the centre of Coatbridge with good transport links nearby. Within the service, there is a café for people living in the home and their visitors to use.

Accommodation provides eighty single ensuite rooms, of which four can be used as double rooms if required.

It is the stated aim of the service to 'provide the highest standards of individual care in a friendly and homely setting where caring staff maintain residents' dignity, privacy, independence and freedom of choice'.

What people told us

We gathered feedback from residents in the service and their families by sending out questionnaires and speaking to people during the inspection. There was also an inspection volunteer involved in the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service being inspected and gathering their views.

We received excellent feedback on various aspects of living at Summerlee House. Everyone told us that the staff were very caring and respectful. We heard how people enjoyed the various activities that were arranged at the care home and the many trips out and about. Residents and relatives spoke very positively of using the café when visiting, especially for those residents who were unable to easily go out of the care home. Comments received included:

- Sometimes it's hard to get help for my relative. I press the buzzer and walk around the corridors to find someone.
- 10 out of 10...I couldn't have landed in a better place.
- I love it here...it's the Hilton Coatbridge.
- I have no worries....this is the biggest peace of mind since my relative came here.
- The café is great....is somewhere for us to go outside the unit.
- If there's any problems, I can speak to staff and they sort it. They are very approachable.
- It's like a big family.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	6 - Excellent
How good is our leadership?	not assessed
How good is our staffing?	5 - Very Good
How good is our setting?	not assessed
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

In order to answer this question we considered and evaluated the following Quality Indicators

1.1 People experience compassion, dignity and respect - grade is excellent.

1.2 People have a good quality of life as a result of their care and support - grade is excellent.

1.3 People's health benefits from their care and support - grade is excellent.

It is important that staff across the home treat residents with compassion, dignity and respect. Everyone we received feedback from told us that this was an area that all staff excelled in. People gave us numerous examples of how this had positively effected their lives. Our observations throughout the inspection agreed with this feedback. We found that this was across all people who worked in the home from the owners, to care staff and ancillary staff. There was a lovely warm and homely atmosphere.

The way people spend their day should promote feelings of purposefulness and wellbeing. We heard lots of excellent feedback around the range of activities for people to choose from. This included lots of in-house activities including yoga, visiting entertainers and a Friday men's 'Pie and a Pint' club. There had been many bus trips out over the summer which people had greatly enjoyed. Although the care home has dedicated activity staff, care staff also saw this as an important part of their role. This led to us receiving impressively upbeat examples from people about how they spend their days at Summerlee.

Residents could be confident that senior staff had an overview of their health care needs and consulted with relevant health care professionals including the podiatrist, GP and other specialist medical staff.

It is important for residents to enjoy a healthy and balanced diet and have access to plenty of drinks throughout the day. We found that dining rooms were presented very nicely and that residents could choose whether to have meals there or in their own bedroom. Residents told us how good the food was with plenty of choices available should they not like something. We observed plenty of drinks and snacks available throughout our inspection.

We spoke with many members of staff who were so enthusiastic about working at Summerlee House. They told us about the excellent team working and how their views and ideas were encouraged by management. They told us that they felt appreciated by management and really enjoyed their job. There had recently been a change of manager; however, the previous manager was still involved in the home too. We heard how this had been a smooth transition and how both managers had enabled the staff to provide excellent outcomes for the residents who lived there.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

5 - Very Good

In order to evaluate this we considered and evaluated the following Quality Indicator
3.1 Staff have been well recruited - grade is very good.

We sampled recruitment and people who use the service could be assured that staff had been recruited following best practice guidance. This included a very good interview and selection process which included references and Protection of Vulnerable Adult (PVG) checks being carried out prior to the person commencing work.

We could see that there was an induction process in place that included some mandatory training around key areas and on-going monitoring during a probation period. New staff we spoke with told us that they had felt that this process was enough to allow them to carry out their new job and that they had been made to feel very welcome and part of the team.

A few relatives commented that there had been a bit of a change of staff in the unit that their relative lived in, however, they still felt that the care and support their relative received had not been compromised by this.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

4 - Good

In order to answer this question we considered and evaluated the following Quality Indicator -

5.1 Assessment and care planning reflects people's' needs and wishes - we graded this good.

Residents should be confident that their care plans give clear direction on how to deliver their support and that they are reviewed and updated when there are any changes in their health or circumstances. We sampled plans and they did provide a good level of detail. There were a few areas that could be improved upon, which we gave examples of during feedback.

Residents care plans and reviews were very focused on the health needs for people and although some parts were very individual to that person, other parts were very generic. We discussed at feedback the fact that with the introduction of the new Health and Social Care Standards, which are very human rights based and about promoting individualised care and support, a review of care planning would assist with this. The service were already looking at this and we discussed some ideas for how to take this forward, whilst making the best use of staff's time.

Overall, risk assessments to assess resident's care needs were carried out regularly and then used to inform the care plan. The service carried out regular reviews with residents and their relatives and those we sampled showed that people were encouraged to give their views and people told us that they were listened to by staff and management.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	6 - Excellent
How good is our staff team?	5 - Very Good
3.1 Staff have been recruited well	5 - Very Good
How well is our care and support planned?	4 - Good

5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good
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