

# Grandview Nursing Home Care Home Service

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**Type of inspection:**

Unannounced

**Completed on:**

1 October 2018

**Service provided by:**

Grandview House Ltd

**Service provider number:**

SP2003002405

**Service no:**

CS2003010540

## About the service

This service was registered with the Care Inspectorate on 1 April 2011.

Grandview Nursing Home is situated in a central position in the town of Grantown-on-Spey. Grandview Nursing Home operates from a large Victorian building, which was converted from a hotel. The service is registered to provide a care service to a maximum of 45 older people. At the time of the inspection there were 42 residents living in the home.

The aims and philosophy of the service are; to provide a safe environment for older people that supports and maintains their wellbeing and to provide nursing care when required.

## What people told us

Before the inspection we sent 15 Care Standards Questionnaires (CSQs) for people living in the home and 15 CSQs for relatives and carers. Nine relatives returned a completed questionnaire. Overall relatives were either very happy or happy with the service. Comments from the CSQs included:

- As an overall view I don't think there are enough staff on duty, this is not to the detriment of the staff.
- Meals are poor, tasteless and not well presented. Baking is not up to standard. The staff in general are good and kind. Gloomy in places. (This person chose not to supply their details, however their feedback was shared with the manager and provider during the inspection).
- My husband is well taken care of by ALL staff from senior management to junior staff. The home has CHANGED FOR THE BETTER in the past year. A BIG DRAMATIC improvement to when my husband was initially admitted. I am delighted that since I am no longer able to care for him, he is in a good stable care home now.
- Probably not being fair on the home as overall it is a very good home and the food excellent. I have issues with my mum who is blind and I feel that the staff need more training.
- I feel lucky that my husband was able to be placed in a care home in our own town. I am very impressed with the care. There has been a significant difference in the past year, improvements are noticeable. I would commend the activities coordinator for the lengths she goes to create a programme to keep people occupied if they so wish. The painting party was quite innovative. I would also say how pleasing it was to see the proprietor follow-up on information about the "dementia bus" and arrange for it to come to Grandview. This was an enterprising staff training move and it was very worthwhile to make those who participated aware of the challenges of sensory deprivation. Both nursing staff and carers have been sensitive to my husbands needs and my feelings and anxieties.

People living in the home returned six completed questionnaires. One person commented that:

- The quality of care is first class and I am very happy at Grandview House.

We were also accompanied by an inspection volunteer who spoke with people who live in Grandview and some relatives who were visiting. Overall they were very happy with the home. There were no areas or issues that they spoke of needing to be better or improved. People said that healthcare needs were met and staff accessed other healthcare professionals when needed. People said that they enjoyed the activities and took part in quizzes, singing and some went to the meetings that were held. Individual comments included:

- I like living here.
- Food is excellent.
- Staff soon notice if anything is wrong.
- I read a lot and staff come to check on me frequently.
- I like it very much here.
- We get lovely meals.
- Staff are all very nice people and treat me well. I feel safe and protected.
- Very nice in here.
- Not really enough to keep me interested (but feels that Parkinson's maybe prevents participation).
- Get anything you want for meals.
- Sharon's very good to me.
- Evening staff are just as nice as day staff.
- Any problems can be put to staff and help given.
- Good cook and will happily help in kitchen if asked.
- It's the people and food that make me happy here.
- Really friendly place.
- Nobody ever loses their temper with me, they're all very good.
- Dignity and respect at all times, I enjoy life here.

We received a letter from a relative following the inspection which read:

"I wish you to know about the excellent care of my father until his death last month. The manager and her staff did everything in their power to make his stay as comfortable and as stimulating as possible."

### 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?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

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

**How well do we support people's wellbeing?**

**5 - Very Good**

There were major strengths in supporting people and there were very few areas for improvement.

People should experience warmth, kindness and compassion. Feedback from people and their relatives were all very positive about this aspect of care. We were told; 'the staff are all very nice people' and 'there is a sense of a caring attitude'. One gentleman pointed to a carer and told us 'she's a nice gentle girl'.

We saw that staff engaged with people very well, staff introduced themselves each time and gained people's attention before speaking with them. There was a sense of fun, laughter and lots of conversation. Staff were very good when people became anxious and because they knew people well, they were able to offer reassurance and activity as a way of helping them to feel more relaxed. We observed staff being supportive and encouraging when assisting people with their mobility. Praise was given which helped people to feel a sense of achievement.

People should be able to maintain and develop their hobbies, interests and friendships. We saw that choices of activities had been further developed. People were able to join in different group activities, which were very lively and enjoyable. People were also offered one to one time with the activity staff. When speaking with staff they had a good understanding of how their interactions promoted positive outcomes. For example, people were encouraged to help with setting the tables for lunch, giving a sense of purpose. Another person was able to help the maintenance staff with small tasks around the home. There were links with the local community, however this was an area that the activity coordinator was actively promoting. Some people were supported to maintain their independence by going in to the high street for small items of shopping or to have a cup of tea with friends. People had independent access to a safe and secure garden area. One gentleman was very proud to show us how they had been involved in the development of the garden. There had been a 'painting party' during the summer, people had chosen the colour scheme for the lounge and were supported to take part in painting the walls. We saw a video of this and it looked to be a very enjoyable social experience for everyone involved.

People benefited from advice from a range of healthcare professionals such as; GP's, dentists and opticians as well as psychiatric services. We could see that staff asked for their support and advice when there was a change in people's health. When speaking with relatives they all said that they were kept informed of any changes to healthcare needs and felt that their relatives were well cared for.

Being able to eat and drink well is important to keeping well. At mealtimes we saw that people ate and drank well, were offered choices and enjoyed their meals. The way that meals were served promoted people's independence as they were able to help themselves from dishes of vegetables. Those less able were supported by staff in a way that promoted their dignity. Staff extended conversations and encouraged people to talk about things that interested them, thereby promoting a pleasant sociable experience.

## How good is our leadership?

This key question was not assessed.

## How good is our staff team?

This key question was not assessed.

**How good is our setting?**

This key question was not assessed.

**How well is our care and support planned?****5 - Very Good**

There were major strengths in supporting people and there were very few areas for improvement.

People's care plans should be right for them because they set out how their needs will be met, as well as wishes and choices.

The service used 'Getting to know me' information as a way to gain knowledge about the person. This helped staff to form a picture of the person and then plan the care in line with their past lives and preferences.

Assessments were being used to ensure that aspects of health such as; nutrition, skin care and the risk of falls were regularly reviewed to show changes and how people were being supported. However, the service needed to ensure that care plans were updated following the outcome from assessments.

People's views should always be sought and their choices respected, including when they may have reduced capacity. Overall, care plans showed how people were being supported to maintain and promote their independence and staff were taking choices and preferences into account. Some of the care plans could be further developed so that they contained sufficient information about how people's needs were to be met. Some relatives told us that staff were good at asking for their opinions when their relative may lack capacity. We saw some good person centred information in these care plans which promoted people's sense of identity. The evaluation of care plans could be further developed to contain more information. This would then enable staff to share more information during the formal review process, about whether or not the care was meeting people's needs and preferences.

Regular formal reviews took place and people and their relatives were asked to contribute to these. However, as the care plans develop the reviews should contain information about how outcomes are being met and where they are not that actions are highlighted and then addressed.

**Complaints**

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

**Detailed evaluations**

How well do we support people's wellbeing?

5 - Very Good

1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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