

## Dunvegan Lodge Care Home Care Home Service

31 Howieshill Road  
Cambuslang  
Glasgow  
G72 8PN

Telephone: 0141 641 4171

**Type of inspection:**

Unannounced

**Completed on:**

11 January 2019

**Service provided by:**

Keane Premier Healthcare Ltd

**Service provider number:**

SP2008010039

**Service no:**

CS2008184563

## About the service

Dunvegan Lodge Care Home is situated in a residential area of Cambuslang within close proximity to local amenities and transport links. The service provides care and support, both long term and short stay, for up to 24 older people and is one of three care homes in South Lanarkshire run by Keane Premier Healthcare Limited.

The service is provided from a detached Victorian villa and offers single and shared bedrooms some with ensuite facilities. The home comprises of two floors with access to the upper floor reached by stairs, a stairlift or lift. There is a communal dining room, lounge, quiet room and conservatory on the ground floor. There is unrestricted access to a well maintained secure garden area.

The service states it aims to provide "care in a manner which respects the rights and dignity of residents and maintains their independence an individuality in a relaxed and homely environment".

## What people told us

We spoke to residents and their families during the inspection in order to gather feedback on the care and support provided by the service. We also spoke to visiting professionals as well as observing staff practice and interaction.

We received positive feedback from everyone we spoke to and concluded from this that people were very happy with the service provided at Dunvegan.

Some of the comments we received were as follows;

"staff have all been great"

"it is very clean"

"there's plenty to do"

"it's like a guest house, made to feel very welcome. Don't know what I would do without this place, the staff are all great"

"staff are all lovely, the food is good and the cook excellent. My relative gets great care, always plenty of staff around"

"the staff are very friendly will help with anything and are very compassionate and caring. Communication is excellent between the service and relatives always feels updated. There are always enough staff around and the care home is always warm and fresh. My relative is happy and content and loves to sing and dance which is fully encouraged".

## 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?	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?

**5 - Very Good**

People who experience care have the right to be treated with dignity, respect and compassion and have confidence in the people who provide their care and support.

Staff were aware of the new Health and Social Care Standards and throughout our visit we observed a team of staff who interacted in a professional, compassionate manner. This ensured people felt valued and respected which helped maintain their wellbeing.

Residents were well presented and appeared comfortable with staff who knew them well. All the people we spoke to spoke very highly of the staff and management team and said they felt confident in the care provided.

The service continued to involve residents, their representatives and staff in developing the service through regular meetings and surveys. More information in the ongoing development plan will inform people of any future refurbishment, as well as plans for training, use of the community flat and the new walking club.

The service is clean and homely with access to a secure garden area for people to use at their leisure. The building is secure, well maintained with equipment serviced regularly to ensure a safe environment.

The communal lounges and dining areas are spacious and nicely presented. Staff supported people's nutritional needs and encouraged choice. Residents could choose where they wanted to have their meals and we saw plenty of drinks and snacks available throughout the day which helped maintain people's health.

Residents could be confident that their healthcare needs were supported by safely recruited, trained and competent staff who consulted with relevant health care professionals as needed and supported people safely to receive their prescribed medications.

There was a range of training available with regular staff meetings, supervision and competency assessments taking place. This ensured staff were competent to deliver high quality care and support to people living here.

The home has a minibus which is used to take residents out to local shops and events in the community. We saw a range of photographs of people enjoying activities with staff as well as outings to places of interest. The home benefits from a community flat which is regularly used to support residents who enjoy shopping for groceries then cooking for fellow residents supported by staff.

We suggested the service introduce a way of evaluating the current activities offered to ensure they remain appropriate, capture peoples interest and encourage participation.

We also discussed how to improve the system used to record the level of participation. This is currently failing to capture all the good work that staff and relatives have told us takes place, particularly around the use of the community flat.

## 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?

**4 - Good**

People should be able to benefit from care plans which are regularly reviewed, evaluated and updated which consistently informs all aspects of the care and support they experience.

The plans we looked at contained some good person centred information, recorded people's personal preferences and prompted staff to promote choice and independence. This was demonstrated in the staff practice and positive interactions we observed during the inspection.

Appropriate risk assessments were in place and where a risk had been identified there was a care plan in place providing details on the management of this. There was good links and input from various healthcare professionals, who staff consulted regularly if they had any concerns. Where there had been a change in individual need this was recorded however this could be improved by implementing a new care plan. This will provide the reader with access to the most up to date information first as opposed to a note at the end of the existing plan.

There were still parts of the plans which would benefit from more detail. Some plans had details recorded on medical conditions which provided good information and assisted staff when providing appropriate support. Others failed to provide this level of detail. Where there had been in change in need recorded some of the plans failed to capture this or provided conflicting information. Staff currently evaluate the plans every three months which is failing to capture any changes as they occur.

The care plans demonstrated that people had been involved in their development. We could also see people were involved in their formal six monthly review process.

We saw that people's rights were respected and where there were issues of capacity, appropriate legal arrangements were in place and advocates involved. This meant that people experiencing care could be confident that their views would be sought and choices respected, including when they had reduced capacity to make their own decisions.

Staff recorded accidents/incidents and wound care documentation which had been completed well. The manager carried out a monthly audit of falls which recorded the times and location of these. We discussed improving this further by demonstrating the actions taken where a common theme or time had been identified.

The reviews matrix demonstrated that regular reviews were taking place in order to discuss any concerns or changes in individual care. Relatives we spoke to said they were kept fully informed of any changes and were confident in the standard of care and support provided.

## 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	5 - Very Good
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?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.