

Gilmerton Neurodisability Unit Care Home Service

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Edinburgh
EH17 7QU

Telephone: 0131 672 3337

Type of inspection:

Unannounced

Completed on:

17 December 2018

Service provided by:

Four Seasons Health Care (Scotland)
Limited, a member of the Four Seasons
Health Care Group

Service provider number:

SP2007009144

Service no:

CS2013315264

About the service

Gilmerton Neurodisability Unit (also known as the Wilson Unit) is a care home for 15 adults with neurodisabilities. It specialises in acquired brain injury and motor neurone degenerative illness with palliative care.

The unit is located in a wing of a purpose-built care home, but holds a distinct registration and its own staff and management. Accommodation is on the ground floor and comprises: 15 en-suite bedrooms; communal lounge and separate dining room with mini kitchen; two shower rooms and one bathroom; a quiet lounge/meeting room. The gardens, catering and laundry facilities are shared with Gilmerton care home. The home is situated in a residential area, in the south of Edinburgh. There are local amenities nearby, such as shops and local services. The home is also close to main bus routes.

The service is provided by Four Seasons Health Care (Scotland).

The service has been registered with the Care Inspectorate since 18 March 2014.

At the time of the inspection the service was caring for 15 people. Care was delivered by a manager, team leader, a team of nurses, a neuro-physiotherapist and care staff.

What people told us

We received 12 completed questionnaires from people living in the home, some were completed with the assistance of relatives or staff. Eleven respondents were happy overall with the quality of the service.

During the inspection we met all of the people living in the home and spoke with five people and one relative. Due to the extent of their cognitive ability, some people were unable to offer their views on the service. We spent some time observing the daily activities and interactions with staff and we saw that people were relaxed in their surroundings, with each other and with staff.

Comments included:

"I get everything that I need. We have regular meetings. There is nothing I would change."

"I like everybody that is here because they all help me do what I like to do. I get exercises done."

"I am well looked after and they are good to me. Safety has always been a priority. The rooms are lovely and kept clean and tidy. Staff do a fantastic job. There is always a member of staff to look after me and give their support. This is a good care centre and I'm happy here."

"I think everything people need to know about me is in the care plan. I get involved in meetings about how I am doing and what I would like to do. Staff help me to keep my independence. Everywhere is nice and bright which I like. We get asked our thoughts with decoration. I feel safe and there is always people here if I need them. I love how staff laugh and joke with me - it makes me feel comfortable. Staff do very well at their work."

"This is a first class service. My relative is very happy, as am I. She never shows fear and is genuinely happy to see her staff. Her team are consistent and highly skilled when it comes to her care. The support plan changes as her condition does. The team constantly review, meet and communicate her needs. They also support me to support her. I cannot compliment the staff highly enough. They are very highly motivated, kind and hard-

working. The manager is approachable and keen to listen and fix any issues. The stable staff really is reassuring and helps the 'family' feel to the unit."

"My relative has a well furnished room which is kept spotless and she has several of her own belongings. She seems to be quite happy and contented. Staff notice if she needs anything, they find out any problem she has and help her. Any time she is unwell I am informed. If she feels tired she is helped to lie down for a short rest. My relative is bathed every morning. Anytime I visit she is well dressed, clean and tidy. She has regular visits from a hairdresser and chiropodist and regular visits to a dentist. I have no worries about her care or safety."

"My relative is a very sociable person, he is always happy to talk and has a great relationship with the other residents and staff. His support plan is thorough in letting staff know useful information regarding who he is and the support requirements. Many members of staff have worked with my relative for a number of years. As a result they have developed strong positive relationships with him and have a good rapport. When I visit they inform me of what he is up to and how he is doing. They can also articulate his mannerisms and character which tells me they listen to him keenly and observe his actions. When he is ill, they refer to his plan, support him and inform me as soon as they can as to what is happening. I think this is fantastic in providing him with the support he requires. He is taken on individual and group outings, including trips abroad each year. His quality of life I think is excellent and am forever grateful that he can achieve these goals, as he would not have as much opportunity out with the unit. Family members are asked what he may like, such as clothing, to help in their decision-making. Staff are prompt in dealing with any issues he has, inform me of what has occurred and how they are dealing with the situation. They organise enough time to support my relative as well as the other residents and their other duties. They work hard and have to remain vigilant. I don't think we could ask for any more than is already provided. I can't praise the unit and the staff enough. Staff are familiar and have a very reassuring and caring approach which makes the environment comfy and welcoming."

Comments from **professionals** included:

"I have found staff at Gilmerton Neurodisability Unit to be very approachable and supportive of a service user who attends our service. They recognised how much the person enjoys and benefits from attending our service. From the brief contact at drop off and pick up times I see that the service user is treated with respect and that staff are aware of his support needs. We are often given useful information about any worries or anxieties he may be holding so that we can also support him with these while he is here. There had been occasional issues around transport arriving late, however since discussing this with the staff the issue has been resolved. The service user enjoys talking about what he does at home and I am left with the impression that he is supported to access activities and events that interest him like concerts, theatre and shopping trips. We were given good notice of a holiday to Spain, which he seemed to gain great satisfaction from."

Self assessment

We are not asking services to provide a self assessment this year while we continue to review how we inspect in the future. Instead, we ask services for their improvement or development plan and discuss any changes they have made since the last inspection or intend to make. In conjunction with the new Health and Social Care Standards launched on 1 April 2018, the Care Inspectorate have developed and are rolling out revised methodology for inspecting care and support services. The primary purpose is to support services to evaluate their own performance and support improvement. The six point grading scale will still be used, but based on the new framework and standards.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

People could be reassured that the service was maintaining its high standard of care and there were major strengths in supporting positive outcomes for people.

Each individual resident was valued and their strengths and abilities recognised and developed. Personal support plans and risk assessments were very well maintained and up to date, providing clear guidance for staff. We saw that personal outcomes were recorded and a 'life star' tool had been introduced to identify and prioritise the goals each person had for themselves. These are useful in measuring the effectiveness of the support in helping people meet their individual goals. We welcomed the provider's plans to revise care documentation to better fit with the new Health and Social Care Standards.

There were major strengths in supporting positive outcomes for people, such as promoting independence. The service had secured technology to enable three people to manage their own bedroom environment such as controlling lights, TV and call bell, increasing their independence. The service employed a sessional physiotherapist and had two new part-time rehabilitation/physiotherapy assistants, trained to assist with rebound therapy and hydrotherapy. The service reported that people achieved: increased range of movement to carry out daily tasks; increased mobility and confidence; reduced pain; increased social participation; improved mood. One person had gained more independence through the repositioning of their bathroom handrails, to better suit their needs.

The activities programme continued to be successful and links were developing with the local community such as joint activities with a local primary school. The service was also working hard to ensure greater participation in the wider community and support workers were more actively involved in taking service users out individually. We welcomed the attempts to source day services and volunteering opportunities for people.

The service worked very well with professional colleagues/agencies. For example: developing understanding and cooperation with the GP practice; requesting social work assistance for two people who wished to move on from this care setting.

There were comprehensive quality assurance systems, which included satisfaction surveys and comprehensive audits.

The staff team was settled, knowledgeable and well motivated. Staff spoke about good team working and a culture where any issues were addressed openly, to the benefit of the residents. Staff said they were proud of their work and gave examples of the positive impact on the people they cared for. We saw there were very good opportunities for learning and development and we saw excellent examples of written reflection on training.

At the service level, we found that leadership was excellent. A manager and a deputy manager were based in the unit and were very much involved in the delivery of care. This hands-on approach meant they had current knowledge of residents' wellbeing, they could deploy staff appropriately and were able to monitor all aspects of care. Managers were committed to providing excellent care and clearly communicated their vision and expectations to staff. They supported and motivated the team and modelled the service's values, ensuring that support was delivered in a person centred way. The manager had found that undertaking SVQ 4 helped her to reflect on and consolidate her leadership style.

Managers were open and receptive to ideas. They had acted on our suggestions and had demonstrated an improvement focus by seeking additional guidance in between inspections. They kept up to date by researching good practice and accessing training and conferences - ensuring that knowledge was passed on to all members of the team. For example, a member of staff and the manager attended our CAPA (Care about Physical Activity) training session, found this very beneficial and were putting the ideas into practice. During 2018 the provider had worked in partnership with our Improvement Support Team in a successful improvement workshop with delegates from across Scotland.

The service had sought and recently achieved Headway Approved Provider scheme accreditation in regard to specialist acquired brain injury provision. The team were fully involved in this process. The accreditation report and recommendations were to be shared with residents and relatives.

What the service could do better

In order to further develop understanding of personal outcomes, we directed the service to guidance available from the Scottish Social Services Council (SSSC). Health and Social Care Standards 1.6 - I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential and 1.9 - I am recognised as an expert in my own experiences, needs and wishes.

The service had recently received a positive Headway Approved Provider scheme accreditation report. This made a number of suggestions/recommendations. If implemented, these would benefit all residents not only those with an acquired brain injury. For example, opportunities to be more involved in activities of daily living. Health and Social Care Standards 5.7 - If I live in a care home the premises are designed and organised so that I can experience small group living, including access to a kitchen, where possible. We heard that the small kitchen was due to be refurbished and that this might offer some service users opportunities to make snacks and drinks for themselves.

We asked the service to formalise its improvement or development plan as part of their quality assurance. This should reference the Health and Social Care Standards. Health and Social Care Standards 4.11 - I experience high quality care and support based on relevant evidence, guidance and best practice and 4.19 - I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

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	
13 Nov 2017	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
17 Nov 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
8 Mar 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
25 Nov 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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