

Greencross Care Home Service

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Cambuslang
Glasgow
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Telephone: 0141 641 1266

Type of inspection:

Unannounced

Completed on:

8 February 2019

Service provided by:

Thistle Healthcare Limited

Service provider number:

SP2003002348

Service no:

CS2003010440

About the service

Greencross Care Home is a privately owned service, provided by Thistle Healthcare Ltd. The home is situated close to the town centre in the Cambuslang area of South Lanarkshire. The home is well situated for public transport routes and local amenities.

The home is registered to provide nursing care to 76 people and offers accommodation across two separate buildings. All of the accommodation was provided in single rooms, there were larger rooms which could be suitable for shared use by express consent of both parties.

The main building comprises of three units. These units have been named as Baird unit (Top floor) which caters for people living with dementia, Kelvin unit (Middle floor) and Fleming unit (Ground floor) which both cater for people living with dementia or alcohol related brain damage. All areas of the building can be accessed by a lift or stairs. There are a variety of lounge, quiet rooms and dining rooms throughout this building.

The service provider's aims of care for older people were "for service users to feel valued as individuals, for care to enhance quality of life and for communication for people with dementia to be effective, in understanding difficult behaviours so that individual needs can be met".

The Lodge is a separate building providing accommodation for up to thirty-one adults with mental and/or physical ill-health. Within this building all bedrooms were single occupancy and all had en-suite facilities. There was one lounge/dining area, a conservatory, one small dining room and several multi-purpose rooms used for various activities. There is a kitchen that can be used by service users. A lift or stairs provides access to the upper floor.

The service provider's aims of care for adults was "to provide person centred care, for staff to support individual goals to help service users lead lives which are fulfilled, to respect service users rights and choices and for families and friends, to take an active role in relation to their care plan".

What people told us

We gathered feedback from residents in the service by speaking to people during the inspection. An inspection volunteer was 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 feedback on various aspects of living at Greencross. People we spoke with told us that the staff were very caring and that they had a good relationship with them. They told us that the meals were good and they enjoyed the many choices of food. People spoke positively about the care and support they received from the staff. Comments received included:

- I couldn't be treated better.
- It's ok here.
- My relative is well looked after.
- There's nothing that could be done better.
- Staff are just like 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?	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

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

- 1.1 People experience compassion, dignity and respect - Graded 5
- 1.2 People have a good quality of life as a result of their care and support - Graded 6
- 1.3 People's health benefits from their care and support - Graded 6

It is important that staff across the home treat residents with compassion, dignity and respect. From our observations of staff, we noted them to be respectful and had a genuine interest in caring for people. Residents spoke very positively about staff and how kind and friendly they were. The majority of staff had worked at the service for many years and all told us how much they enjoyed working here and were very enthusiastic about their job.

There were many opportunities for residents to be involved in decisions about both them and the service as a whole. People's opinions were encouraged and valued which led to them be involved in any future developments.

The way people spend their day should promote feelings of purposefulness and wellbeing. We found that there was an excellent range of activities arranged for people throughout the week. This included in house activities supported by the care staff and activity staff including arts and crafts, quizzes and bingo. There was a wide range of community groups that residents were supported, to attend including a local park regeneration project and meant that people were included in their community. We also heard about the many services that were accessed by the service including Wildly Wise, Qigong and a gardening group.

The service had a minibus which was extremely well used, to support people out to clubs, go on short trips and in the summer go for longer day trips away.

Since the last inspection, the service had introduced a V.I.P. project where residents were given their own special day each month to choose something special that they would like to do and chat to staff about all aspects of staying at Greencross. Residents we spoke with told us how much they enjoyed this.

Residents could be confident that staff and management had an overview of their health care needs and consulted with relevant health care professionals including the speech and language therapist, GP and dietician as needed. We found that they were supported to receive their prescribed medications. Staff had an excellent knowledge of each resident they supported which led to positive outcomes for people.

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

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

5.1 Assessment and care planning reflects peoples' needs and wishes - Graded - 5

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 found that they received a very good level of detail to guide staff on best to provide care and support for each person. We found them to provide a good sense of who each person was and what was important to them, as a person, along with any health support they may need.

Reviews were being carried out. 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 and suggested that further staff training on these could benefit the service. We found that reviews could be revised to record achievements for each person since the last review and any goals going forward.

Risk assessments to assess resident's care needs were carried out regularly and then used to inform the care plan. These reflected any changes on the person's health and care needs which made them meaningful.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The service should develop how it collates and acts on comments received through various methods of consultation, which would reflect the ways they involve residents, carers and staff in the development and improvement of the service. Action plans should be developed, where required, to show that the service is continuing to drive forward improvement.

This area for improvement was made on 24 January 2018.

Action taken since then

Please see information under key question 1.

This recommendation had been met.

Previous area for improvement 2

The provider should ensure that personal plans are evaluated regularly and amended as necessary. Regular audits of personal plans where a change has occurred is a factor that should promote positive care outcomes.

This area for improvement was made on 24 January 2018.

Action taken since then

Please see information under key question 5.

This recommendation had been met.

Previous area for improvement 3

The provider should look at ways of improving the quality and content of staff supervision in particular where staff have identified specific training requests. Supervision records should be fully completed and evaluated, to demonstrate that staffs' requests have been positively actioned within an agreed timescales.

This area for improvement was made on 24 January 2018.

Action taken since then

We reviewed this during the inspection and found that forms allowed for this to be recorded. Staff we spoke with all felt very supported by management and told us that they had many training opportunities.

This recommendation had been met.

Previous area for improvement 4

The provider should ensure checks of all staff members regulatory body memberships form part of its regular quality assurance system. Staff should be made aware that it is their own responsibility, to ensure they are registered in-line with their own professional codes of conduct.

This area for improvement was made on 24 January 2018.

Action taken since then

A system was now in place for this and all staff were registered as expected. This recommendation had been met.

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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
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 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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