

Beechgrove Care Home Care Home Service

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Telephone: 01555 660331

Type of inspection:

Unannounced

Completed on:

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Service provided by:

Whitelee Associates Limited

Service provider number:

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CS2005108192

About the service

Beechgrove Care Home provides a service for sixty-eight older people and two younger adults with physical and sensory impairment. At the time of the inspection the service was full and had a waiting list.

The service is situated in a rural location on the outskirts of Lanark. The home is divided into four separate units, three of which can accommodate up to fifteen people and the remaining unit up to twenty-five people. Each unit provides single en-suite bedrooms with shower rooms, with its own lounge/dining areas and small servery area. Additional communal toilets and bathrooms are available throughout the accommodation as well as a cinema room, bar / function area and library. A central kitchen and laundry are also available on site. There are large enclosed grounds to the rear of the property. Work to improve the outside space was on-going.

The service's statement of aims and objectives consists of:

- aim to provide tender loving care and take time to make a difference
- respect our residents and staff
- provide care in a manner that promotes residents quality of life
- work together as a team.

What people told us

Residents spoken with at inspection were very happy about the care and support they received. People told us that the staff were very caring and we observed lovely interactions between residents and staff during the inspection. Some residents spoken with commented very positively on how approachable the manager was as well as the rest of the staff team.

We were told that people were aware of the activities on offer and that they could choose to attend if they wished. One person told us that they enjoyed setting the tables at meal times as this made them feel useful.

Peoples views on the quality of meals was variable but people were able to tell us that alternatives were available for them to choose from.

Relatives we spoke with commented very highly on the service. They had no issues or concerns and spoke highly of the care received. They stated that they could not praise staff highly enough both in terms of care provided to their relatives but also the support they received.

People told us that communication between the care home and relatives was very good. Relatives stated that there was always different activities going on and everyone seems to get involved.

One person stated that they could sleep at night knowing their relative was safe.

The only issue raised was that they felt at times then units would benefit from an additional staff member.

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?	4 - 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?

4 - Good

Residents we spoke with all confirmed that they had very good relationships with staff and that they were offered the right level of care and support to their needs. They told us that they were treated with sensitivity, being supported to do as much as possible for themselves, with the assurance that if they needed help it would be provided. Throughout the inspection we saw very positive relationships between those living in the service and staff. It was clear that staff knew people's preferences and treated people with compassion, dignity and respect.

People using the service could be sure that their health needs were well supported. This was provided through ready access to services such as GPs, District Nurses and other health professionals such as dieticians and physiotherapists, when needed.

Medication was well managed and this helped to ensure that people received their medications as intended. Medication management was regularly reviewed to ensure people received the appropriate medications. This helped to ensure people's state of health was maintained or improved.

It is important that residents enjoy a healthy and balanced diet and have access to plenty of drinks throughout the day. We found that the dining areas were well presented and that residents could choose whether to have meals there or in their own bedroom. Where people needed support at meal times this was given to help ensure people received an appropriate diet. People were generally happy with the food served and were regularly consulted about menus. People had access to hot and cold drinks throughout the day.

The way people spend their day should promote feelings of purposefulness and wellbeing. Since the last inspection a second activity coordinator had been employed. This had increased the amount and range of activities on offer to people on a weekly basis both on a one to one and group bases. The service had also developed links with others in the local community, such as local schools. Residents commented positively on what was made available.

Management had recently introduced new activity assessment and recording which were being rolled out for all those living in the service. This included information on people's wishes and aspirations as well as recording activities and events people attended. This will allow the service to regularly review and evaluate activities

provided to ensure that they remain meaningful and beneficial to those living in Beechgrove. We will review how effective this has been at the next inspection.

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

Care plans should give clear direction on how to deliver peoples care and support and ensure that they are reviewed and updated, when there are any changes in their health or circumstances. The personal plans seen at this inspection contained good information, relating to how the person's care and support needs should be met, in a person-centred way and the detail in these were well known by staff. We could see that where there was a change in the individuals assessed needs then the plans were updated to reflect this. This helped to ensure that people received the care and support they required. We noted that those living in the service or their representatives were involved in the development and on-going review of these plans.

We did identify some areas within individual's personal plans that should be rewritten to reflect the most up to date information on the person. This is to ensure care and support provided continues to be relevant. We would also suggest that reviewing the plans to be more outcome focussed would help staff to identify existing outcomes and plan future goals with people.

The service was in the process of developing one page care profiles to be placed in peoples rooms. This would highlight a person's care and support needs to ensure staff had the relevant information to provide continuity of care.

We spoke with the manager about reviewing the current range of care monitoring charts and risk assessments in place to ensure that these were reflective of current best practice. The manager took action to contact the relevant help professionals to obtain these and we will review how effectively they are being used to monitor peoples health and associated risks at the next inspection.

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?	4 - Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	4 - 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

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