

Persley Castle Care Home Service

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Type of inspection:

Unannounced

Completed on:

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Service provided by:

Renaissance Care (No1) Limited

Service provider number:

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Service no:

CS2011303083

About the service

Persley Castle provides residential accommodation, nursing care, and support to a maximum of 40 older people. A maximum of five of these places may be used for adults with physical impairments. At the time of our inspection there were 37 people living in the home.

The service is a converted mansion house located in Bucksburn, Aberdeen, close to local amenities. There are 38 single rooms and one double room, over three floors. Seventeen rooms have en suite facilities with a toilet, wash hand basin, and shower. Nine rooms have en suite facilities that include a toilet and wash hand basin. Twelve rooms have a sink in the room. Residents have a choice of shared lounges and dining rooms. There is easy access from the shared areas to the beautiful landscaped gardens.

Persley Castle's aims and objectives state: "All our clients will be encouraged to maintain as active a life as possible, continuing to enjoy pursuits/hobbies previously undertaken by them before coming to live in one of our care homes. When assistance is required, either in promoting independence or in activities for daily living, this will be planned, implemented, and evaluated using a person-centred approach. This will be achieved by ensuring that the quality of our staff is of a high standard and that they will receive appropriate support, leadership, and training to carry out their duties to the best of their abilities".

The service is owned and managed by Renaissance Care (No.1) Limited.

This service has been registered with the Care Inspectorate since 14 November 2011.

What people told us

Views from residents and their families greatly informed this inspection. We sent 10 Care Standards Questionnaires (CSQs) to the manager for random distribution to residents, as well as 10 for families and 10 for staff. We received four completed CSQs back from residents and one from families. Everyone indicated that, overall, they were 'very happy' with the quality of care they received at Persley Castle.

We spoke with 15 residents, three relatives, and two visiting professionals, both formally and informally, during our inspection. We observed staff practice with people who could not tell us about their experience. We also gained views from the residents' reviews.

Comments from people included:

- "We can't fault the place. My relative is so well cared for. They bend over backwards to help the residents. It's really homely and friendly. They are very kind to everyone. They can't do enough for my relative."
- "The care home have been very good with my relative, considering all their needs and wants. They keep me informed. Both my relative and the home are kept very clean. I have been very impressed with the care my relative has received and would highly recommend Persley Castle."
- "I like the home and they look after you well. No complaints at all. All are very nice to me."
- "I am happy here."
- "I am very lucky to have a place like this and this will not give any pressure on my family. They can come and visit me anytime."

- "This place is nice, clean, clean room. Staff are friendly, helping me at all times. I feel homely."
- "I love the music here."
- "It's good fun, they are all so lovely."
- "They are really nice to everyone here."
- "The food is very good. Lunch was fantastic."
- "I am very comfortable here. Very caring staff. The food is beautiful."
- "Staff are very friendly and helpful at all times."

A few residents mentioned that there could be even more activities.

We concluded that people were very happy with the overall quality of care provided at Persley Castle.

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

We evaluated the service as performing at a very good level. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

Throughout the three days we visited Persley Castle we heard lots of laughter and genuine fun. These are great for maintaining and improving people's wellbeing. There was a very positive, happy atmosphere in the home. Residents we spoke with were delighted with the genuine warmth and compassion they received and saw other people being given. We saw that residents and visitors responded positively to the warm and caring interactions of the staff. Everyone was well respected by staff who always acknowledged people (residents, visitors, and other staff) and addressed residents by their names. These values are important because 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.

People we spoke with expressed a high level of satisfaction with the quality of the care provided, with one person saying "they bend over backwards to help residents". People told us they felt the service is "very homely" and "very friendly". Residents had confidence in the staff's abilities to care for them. We saw people being cared for with genuine kindness by all staff in the home. A real strength of the service is that a good proportion of the staff have been in post for a number of years. This means that staff can really get to know residents and family needs and preferences. Whilst staff were kept very busy we saw that they took a relaxed and unhurried approach with each resident.

Residents' health and wellbeing needs were being well supported. A wide range of the multi-disciplinary team were involved in the service from admission of a residents. We observed staff to be very proactive and responsive to changing healthcare needs of residents, no matter how small. Visiting staff also described the staff as proactive and responsive and one said "this is one of the best homes we come to".

Residents' health and wellbeing was supported by a good range of activities which we saw the residents had very much influenced. Staff encouraged and enabled people to go outside as much as possible to enjoy the gardens, which were beautifully maintained by the staff and some residents. Daily exercises were introduced in response to a resident request who wanted it more than three times a week.

Residents' nutritional needs were properly met. Residents told us they enjoyed the quality and choice of food. Residents were very much involved in choosing and influencing the menus. Food looked to be well presented. The service should look to further improve the enabling approach towards residents to help them maintain or improve their self help skills. This could include pouring their own drinks, adding their own milk or sugar to drinks, or being more involved in light housework. This will be further enabled if the planned lounge extension goes ahead, providing more room for residents.

The staff and management were proud that they had achieved the organisation's award Care Home of the Year 2018. A number of staff had also been nominated and some had won other individual achievements, such as Carer of the Year, Depute Manager of the Year, and Domestic of the Year.

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

We evaluated the service as performing at a very good level in relation to this key question. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

There was strong teamworking at Persley Castle. Both staff and management appeared to know the needs, likes, and preferences of residents and their families. We found that there were very good, personalised care plans in place for each person. The care plans reflected people's interests and needs. There was very good use of the multi-disciplinary team in planning residents' care. We saw that residents or their representatives were involved in regularly reviewing and updating the care plans. This helps people to be fully involved with how their care needs are met. Activity records and evaluations should always be kept up to date to ensure the holistic needs of each individual is known.

The management were looking to ensure more clarity in the personal outcomes in the plans and recordings. Whilst we could clearly see staff knew residents very well, some further clarity in some information could be provided. For example, one care plan stated that a person used a zimmer frame to walk "short distances" or a wheelchair for "longer distances". More clarity on actual distance lengths would help to ensure a consistent approach by staff and that the person's mobility is encouraged.

We saw that very good plans were in place to support people who may become distressed. Because staff knew residents very well, they could help prevent people from becoming distressed, by knowing and helping people avoid any likely triggers. We saw that residents experienced few falls or accidents. Staff believed this to be because of them knowing the residents well and providing very good supervision of the residents. We saw that where accidents did happen, people were properly monitored and followed up afterwards with comprehensive records to evidence care given.

All of this demonstrates that residents' personal plans were right for them. They set out how the residents' needs will be met, as well as their wishes and choices.

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	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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