

Canmore Lodge Nursing Home Care Home Service

161 Robertson Road
Dunfermline
KY12 0BL

Telephone: 01383 622374

Type of inspection:

Unannounced

Completed on:

6 June 2019

Service provided by:

Barchester Healthcare Ltd

Service provider number:

SP2003002454

Service no:

CS2007142850

About the service

Canmore Lodge Nursing Home is a well established care home that is owned and managed by Barchester Healthcare Ltd. It is a purpose-built care home, situated in a quiet area on the fringe of Dunfermline town. The contemporary property is a single storey and has been designed to provide disabled access. The home can accommodate 72 people. It provides care to people living with Dementia in Memory Lane unit and also frail older people with physical disabilities in Carnegie unit.

The building is set in a well-tended landscaped garden with adequate car parking at the front of the home. The home is close to local facilities and is on a bus route.

The service has benefitted from stability in the management and staffing structure in the last year and we noted many improvements. At the time of our inspection there were 66 residents living in the home.

Barchester's values document states:

"We are proud of our culture at Barchester Healthcare. It is something we've built by sticking to our principles and listening to our employees. Our purpose is to provide a premium caring experience delivered by our great teams to those we care for.

Know and live our values:

Respect - Considerate to one another and the people we care for.

Integrity - Honest, fair and open in our actions.

Responsibility - Personally committed to providing excellent care and customer service.

Passion - About our company and in our approach to everything we do.

Empowerment - Valued, trusted and motivated to do the right thing."

What people told us

We received 25 completed questionnaires from residents, relatives and staff that we sent out before the inspection to find out what they thought about the service. We also spoke with some residents and their visitors during the inspection. Every respondent told us they were extremely happy with the care and support they received at Canmore Lodge. Staff told us it was a fabulous place to work and they felt very supported.

Comments received during the inspection from residents and their relatives included:

"It's the way they care; if I could go higher than a 10 I would"

"I can't praise it enough. My relative could hardly walk before they came in; they're now walking, socialising, exercising, going on outings and joining in the karaoke. We go to all the care plan reviews and the management is 100% approachable; they speak to us all the time. The refurbishment is just the icing on the cake. The food is very good and they get plenty to drink. My relative has a sore back so they get breakfast in bed until their painkillers take effect"

"We looked at five homes before we chose here; it has a better atmosphere; small lounges and a feel of personal involvement. The staff are very much a team. I've had my meals here three times now; the staff encourage it and the food is very good. The way she is looked after is very good; they're very good with the relatives; they're a talented bunch. The health care is very good"

"It's fabulous. wonderful, lovely; my relative has settled in very well. The care is just wonderful I can't say anything else. The staff couldn't be better and there's a very good community amongst the visitors. They have employee of the month but we couldn't pick just one.

You couldn't fault anything; there's a lot of support from everyone. If there's a problem it's sorted. People even come from another local service for the karaoke every Thursday"

"There's a massive improvement in my relative; they're now walking with assistance and joining in the keep-fit.

The staff are better trained; it's a better team and fantastic nursing staff and I'm in every day"

"It's lovely; they're very kind. I never do anything I don't want to do"

"I've been here for a week and they're really good"

"I love it".

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?	6 - Excellent
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?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We evaluated the service as performing at an excellent level. This means that the service's performance was sector leading and supported experiences and outcomes for people which were of outstandingly high quality. There was a demonstrative track record of innovative, effective practice and/or very high quality performance across a wide range of its activities and from which others could learn. We can be confident that excellent performance is sustainable and that it will be maintained.

Staff supported people in their day to day life in a caring, professional manner. We could see that the core staff team had excellent relationships with residents and their relatives. The newer staff had embraced the well established ethos and values embedded into practice in the home. This meant the people were cared for in a respectful, compassionate and dignified way, reflecting the Health and Social Care Standards (HSCS).

The refurbishment programme was on-going and improvements we saw were of superb standard and had taken into account the practical needs of the residents and their visitors for example:

- the manned reception area gave a very professional welcoming feel to the home

- a seating area had been developed in the foyer where residents could welcome their visitors and enjoy the daily freshly made fruit infused water and home baking complete with information about the ingredients and the chef that prepared them
- a new hair salon for residents' use with the choice of three different hairdressers daily
- a new bathroom complete with a mood lighting bath with Bluetooth for music so residents could listen to the music of their choice to maximise relaxation
- a new nurses station to make staff more accessible and enabled the lounge to be enlarged to offer a separate dining room to enhance the residents' dining experience.

Residents were being fully included in activities in a meaningful way to them. For example in the mornings the activity coordinator would support people to discuss the daily news, do their exercises and participate in quizzes. Where people had specific activities they liked to do, these were actively encouraged. Residents could go on various outings in the home's mini-bus and they told us they really enjoyed the regular entertainment that took place for example musicians and therapist. Residents told us one of their favourite evenings was karaoke night when many relatives came along to enjoy the music, food and drink. People from another local service (out with the organisation) were also made welcome.

We were reassured to see that the manager had worked hard to establish links with the local community and the residents were benefitting from relationships with local primary schools and in-house church services.

It is important for residents to enjoy a healthy and balanced diet and have access to plenty of drinks throughout the day. We found that dining rooms were presented very nicely and that residents could choose whether to have meals there, in the lounge or in their own bedroom. Residents told us that the food was very good and if they didn't fancy what was on the menu they could have an alternative. Visitors told us they could have their meals with their relatives/friends if they wanted to and this was encouraged. The chef held regular meetings to discuss residents' likes and dislikes and the minutes were on the notice board to keep everyone informed of any changes.

In summary we found a skilled, knowledgeable, caring staff team who worked in a person centred, value based way to the benefit of the people living in Canmore Lodge and their visitors.

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?**6 - Excellent**

We evaluated the service as performing at an excellent level. This means that the service's performance was sector leading and supported experiences and outcomes for people which were of outstandingly high quality. There was a demonstrative track record of innovative, effective practice and/or very high quality performance across a wide range of its activities and from which others could learn. We can be confident that excellent performance is sustainable and that it will be maintained.

People should be fully involved in their assessment and development of their personal plan. These should be available and set out in a way which is personalised and meaningful to each individual. We saw evidence of residents' and relatives' involvement in the development of residents' personal plans. Monthly evaluations were carried out on all individual care plans and updated to keep staff informed of residents' health and well being. Six monthly reviews took place for each resident to which residents and relatives (where appropriate) were invited to be included. All personal plans examined were up-to-date. In one instance we found conflicting information about a resident's ailment; this was rectified immediately. We also thought that one care plan could be more personalised regarding supporting a resident during periods of stress/distress. The manager delegated one of the nurses to address this immediately. Relatives told us that communication on a daily basis was excellent and they were always updated in any changes of their loved ones wellbeing. They also told us the support they received themselves from management and staff was superb.

The manager had an excellent overview of all aspects of care and support. There was a comprehensive quality assurance system in place which included a full review of the personal plans. This included how peoples preferences, choices and care needs were being met. This demonstrated that there was a sustained approach to ensuring personal plans were up to date with relevant information to deliver the right care and support for that person.

Access to relevant health professionals was excellent. The home had a wide range of links with external professionals to the benefit of the people living in the home. Treatment and health interventions were led by the nurses to ensure any concerns were quickly addressed.

There were tools in place to support staffing levels in the home. These were based on the abilities and health of the residents. We saw there were enough staff to successfully support individual residents with their care in a way that suited them.

There was an admirable overview of the care needs of each person by the manager, registered nurse team and care team. People we spoke with told us that any concerns they had were dealt with as soon as practicably possible.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

In order to ensure good outcomes for people experiencing care, the manager should ensure that any concerns raised by family members, that have the potential to impact upon people's health, wellbeing and/or safety are fully recorded. The process of risk assessment should be responsive to changing circumstances and should fully take account of known and potential risks. Where risks are identified, steps should be taken to mitigate, or minimise risks, as far as is reasonably practicable.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, "I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate assessments and referrals made" Health and Social Care Standards 3.22

This requirement was made on 17 September 2018.

Action taken on previous requirement

This requirement was made as the result of an upheld complaint. It was made because it was evident that no proactive preventative measures to ensure a resident's privacy, dignity and safety had been put in place for when she was in her room following an unforeseen incident.

We received an action plan from the manager detailing what measures had been put in place to prevent recurrence. This included:

- a communal risk assessment of the whole building
- a meeting with the complainant to inform them of the findings and actions taken
- assurances that in future, communication with any resident or their representative will be paramount to keep them informed of any changes
- assurances that record keeping will be improved to provide an audit trail of points raised, the investigation and any outcomes and related actions.

We looked at complaints received by the service since the incident and found that the action plan was being implemented.

Met - within timescales

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.3 People's health benefits from their care and support	6 - Excellent
How well is our care and support planned?	6 - Excellent
5.1 Assessment and care planning reflects people's planning needs and wishes	6 - Excellent

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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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.