

## Millburn Homes Care Home Service

Millburn Homes  
3 - 9 Glencairn Gardens  
Halfway  
Cambuslang  
Glasgow  
G72 7QE

Telephone: 0141 641 0407

Type of inspection: Unannounced  
Inspection completed on: 15 November 2017

**Service provided by:**  
Parkcare Homes (No. 2) Limited

**Service provider number:**  
SP2003000147

**Care service number:**  
CS2012311539

## About the service

The service is operated by Parkcare Homes (No 2) Ltd, (part of the Priory Group). The service is registered to provide a care service to a maximum of 20 adults with either; a learning disability, mental health problem or diagnosis of autistic spectrum disorder. There were 20 people living in the service at the time of our inspection.

The service is located in a residential area of Cambuslang and is close to local shops and public transport links. People who live in the service are accommodated in four separate bungalows adjacent to each other. Each bungalow has a combination of open and enclosed garden areas that service users can use.

The service user guide states that Milburn Homes will:

"Help you to be as independent as possible  
Support you to live an ordinary life  
Support you to make choices in your life".

## What people told us

We spoke with the majority of residents during the inspection. Some were able to have a chat, whilst a few others were unable to communicate due to their disability. We came to the conclusion that residents looked very relaxed around staff and enjoyed staying at the service. No one raised any concerns or looked distressed. Some comments included:

- The staff are nice here
- I like the food
- Enjoy going out with staff
- I have friends here.

## Self assessment

The Care Inspectorate is not currently requesting services to submit this.

## From this inspection we graded this service as:

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

## What the service does well

We spent time across all houses within the service and found that residents looked well cared for and that staff knew their needs extremely well. We observed many nice interactions between residents and staff.

We sampled personal plans and found that these contained a very good level of detail to guide staff on how best to offer care and support to each person. These were up to date and regularly viewed. Residents that were able had been involved in this process.

We heard about the many and varied ways that people spent their day including going out to clubs, restaurants and the shops. Residents had really enjoyed their various holidays this year and were already planning next year's.

We observed staff to offer support to residents on an individual basis, tailoring this to the abilities of each person. This promoted independence and maintained skills.

We found the care home to be very clean and tidy. Resident's bedrooms were nicely personalised and people were encouraged to do this.

We looked at how the service ensured that the home was kept safe for residents and noted that in-house maintenance checks were carried out including fire checks and hot water temperatures. External service checks were also carried out, including the fire and nurse call system and gas safety.

We heard about the improvements to the gardens, including purchasing two ducks to rear, growing vegetables and generally making it a more pleasant area for people to help out in. This had won the home a 'Craigmoor in Bloom' award.

We found that there were many ways for residents to give their thoughts and views and observed people to be routinely offered choices throughout their day.

## What the service could do better

We sampled medication management and whilst these were overall administered as prescribed, we asked the service to review 'as required' medication that had been administered routinely over a period of time with the GP.

We discussed with the manager their own ideas and plans for future refurbishment of communal areas. We asked them to look at ways to make this as homely as possible, which we felt assured they would do.

We heard from the manager about a project that had just been approved for funding by the provider, to introduce new lighting in an attempt to improve the moods of some residents who can become low in mood during the winter. We look forward to seeing this at our next inspection.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
12 Oct 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
2 Oct 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Nov 2014	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
30 Jun 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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