

Burnfield Care Home Service

32 Burnfield Road
Giffnock
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Telephone: 0141 638 4806

Type of inspection:

Unannounced

Completed on:

17 May 2019

Service provided by:

Newark Care

Service provider number:

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Service no:

CS2003010477

About the service

Burnfield is registered to provide residential and nursing care to 40 older people. At the time of the inspection 38 people were receiving a service.

The service is owned and managed by Newark Care is in Giffnock, East Renfrewshire. The accommodation on the ground and first floors comprises six discreet living units of different sizes. There is a large communal area and conservatory on the lower ground floor as well as a lovely secure garden space.

The stated aims of the service are to provide the highest standard of care and accommodation, to treat each resident with respect and dignity according to their individual requirements and needs and to encourage them to exercise their rights to choice and privacy and to be as independent as possible with maximum support. While the care is provided within a Jewish Orthodox setting, people of other faiths or no faith can be considered for admission.

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. Residents commented very positively on how approachable the manager was as well as the rest of the staff team.

Residents told us that they were encouraged to do as much as possible for themselves and were supported by staff as needed.

People told us they were aware of the activities on offer and that they could choose to attend if they wished. They also advised that they enjoyed taking part in activities especially those involving music.

From the questionnaires returned to us prior to the inspection and relatives we spoke with all commented extremely highly on the service. People had no concerns about the care and support their relative received and could not praise the management and staff of the service enough. People told us of the significant improvements in their relatives health and well-being since their admission to Burnfield.

People told us that communication between staff and relatives was excellent and of the peace of mind they now had knowing their relatives were well cared for. We were also told of the different activities going on in the service and that everyone was encouraged to get involved.

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?	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?

6 - Excellent

People should be treated with compassion, dignity and respect. Those living in the service and relatives spoken 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 stated 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.

We observed staff who were genuinely respectful and interacted with the those living in Burnfield in a professional and compassionate manner. This ensured people felt valued and respected which helped maintain their wellbeing.

We found that those living in Burnfield had influence over the day-to-day running and development of the service. It was clear that each person's view was respected.

We saw that mealtimes were a positive experience, with meals served at tables in the communal areas, or in people's bedrooms, according to personal needs and preferences. If people needed help with eating and drinking, this was provided in a kind and caring manner. The quality of food was very good and special diets were catered for. This meant that mealtimes were a pleasant experience and enjoyed in a sociable atmosphere. Frequent drinks and snacks were made available throughout the day. Facilities were also available for people to assist themselves to drinks and snacks if they were able.

The way people spend their day should promote feelings of purposefulness and wellbeing. Those living in the service made their own decisions about how they wished to spend their days and staff provided the appropriate support to ensure that their choices were met.

A weekly activity planner was in place that reflected peoples preferences. This included activities to stimulate individuals both mentally and physically on a daily basis. It was extremely positive to see care staff both supporting the activities co-ordinator in delivering activities but also that their own skills and strengths were used to support other activities including on an individual basis. This ensured that people were fulfilled. You could see that people were enjoying life and getting satisfaction from what they were engaging in.

The service had multi-generational links with the community that included links to local schools and nursery. People also made good use of the well maintained garden space.

Families spoken with commented on their relatives new lease of life since moving in to the service. They put this down to the development of new friendships as well as taking part in the many varied activities that took place.

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

Effective systems were in place to manage peoples medication. This meant that people could be confident their medication was being administered safely and their wellbeing promoted.

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

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 very 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 ongoing review of these plans, however identified the need to ensure that the services review documentation highlights discussions with those using the service and their representatives.

We did identify that plans could be further developed around peoples social needs and that the care plan audit should focus on the content of plans to ensure the quality of written documentation.

It was clear that staff had a very good understanding of people's needs and wishes. This was due to a low turnover of staff and very comprehensive handover for all staff.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
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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