

# Greencross Care Home Service

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**Type of inspection:**

Unannounced

**Completed on:**

24 July 2019

**Service provided by:**

Thistle Healthcare Limited

**Service provider number:**

SP2003002348

**Service no:**

CS2003010440

## About the service

Greencross Care Home is a privately owned service, provided by Thistle Healthcare Ltd. The home is situated close to the town centre in the Cambuslang area of South Lanarkshire. The home is well situated for public transport routes and local amenities.

The home is registered to provide nursing care to 76 people and offers accommodation across two separate buildings. All of the accommodation was provided in single rooms, there were larger rooms which could be suitable for shared use by express consent of both parties.

The main building comprises of three units. These units have been named as Baird unit (Top floor) which caters for people living with dementia, Kelvin unit (Middle floor) and Fleming unit (Ground floor) which both cater for people living with dementia or alcohol related brain damage. All areas of the building can be accessed by a lift or stairs. There are a variety of lounge, quiet rooms and dining rooms throughout this building.

The service provider's aims of care for older people were "for service users to feel valued as individuals, for care to enhance quality of life and for communication for people with dementia to be effective, in understanding difficult behaviours so that individual needs can be met".

The Lodge is a separate building providing accommodation for up to thirty-one adults with mental and/or physical ill-health. Within this building all bedrooms were single occupancy and all had en-suite facilities. There was one lounge/dining area, a conservatory, one small dining room and several multi-purpose rooms used for various activities. There is a kitchen that can be used by service users. A lift or stairs provides access to the upper floor.

The service provider's aims of care for adults was "to provide person centred care, for staff to support individual goals to help service users lead lives which are fulfilled, to respect service users rights and choices and for families and friends, to take an active role in relation to their care plan".

## What people told us

We gathered feedback from residents in the service and their families by sending out questionnaires and speaking to people during the inspection. We received excellent feedback on various aspects of living at Greencross. Everyone told that the staff were very caring, respectful and friendly. We heard how people enjoyed the various activities that were arranged for them both at the care home and the many trips out and about. Residents gave us many examples of how staff supported them to have as full a lifestyle as possible, taking into consideration their individual reasons for now living at the service. Comments received included:

- I visit my relative daily and have no concerns. Staff are like family.
- On the whole I am pleased with care. Only negative is narrow corridors which makes negotiating a wheelchair difficult. Staff meet needs effectively and sensitively and there has been some improvement in my relative's physical condition.
- The level of commitment and care has been fabulous. They have many activities.
- Staff are quick to get the doctor if they feel my relatives needs this.

## 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?	6 - Excellent
How good is our staffing?	6 - Excellent
How good is our setting?	5 - Very Good
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**

In order to answer this question we considered and evaluated the following Quality Indicators

- 1.1 People experience compassion, dignity and respect - graded excellent.
- 1.2 People have a good quality of life as a result of their care and support - graded excellent.
- 1.3 People's health benefits from their care and support - graded excellent.

It is important that staff across the home treat residents with compassion, dignity and respect. Everyone we received feedback from told us that this was an area that all staff excelled in. People gave us numerous examples of how this had a positive effect on their lives. Our observations throughout the inspection agreed with this feedback and we found that this was across all people who worked in the home from the management, to care staff and ancillary staff. There was a warm and homely atmosphere.

The way people spend their day should promote feelings of purposefulness and wellbeing. We heard lots of excellent feedback around the range of activities for people to choose from. This included lots of in-house activities including Qi gong, gardening and many ways at increasing physical activity. Residents are supported on a daily basis by staff to spend time out with the care home too. This included walking to the local shops, going out for lunch and bus trips further afield. Although the care home had dedicated activity staff in the main building, care staff across the home saw this as an important part of their role. This led to us receiving an impressive number of examples from people about how they spend their days at Greencross.

We found that the home had many activities that encouraged physical exercise. This included staff who attended training locally to facilitate walking groups and being involved in 'Care About Physical Activity' (CAPA) which is a government funded programme to improve activity in care facilities. Some residents were still heavily involved in the regeneration of a local park by restoring benches which gave them a real sense of purposefulness.

The service had a 'VIP' project, where one day each month, each resident would have a special day. This included a gift box of treats and dedicated time to spend with their key worker to maybe go out for lunch or go shopping. We saw this happening during the inspection and how much residents enjoyed this time.

Residents could be confident that staff and management had an overview of their health care needs and consulted with relevant health care professionals including the podiatrist, GP and other specialist healthcare staff. Any advice received had been added to the resident's personal plan to be followed.

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 or in their own bedroom. Residents told us how good the food was with plenty of choices available should they not like something. We observed plenty of drinks and snacks available throughout our inspection. The service had recently asked the residents about the menu and were now looking at revising the menus with their input. Where able, residents were supported to cook small meals and snacks for themselves to keep up their skills.

We heard about several excellent 'promoting healthy lifestyle initiatives' including smoking cessation, healthy eating and increasing physical activity. Staff had taken time to research into each topic and attend training or information sessions beforehand to assist them to plan each initiative. They had then involved other staff and the residents by providing information and holding meetings. These initiatives were currently on going, but the home had already started to evaluate the outcomes for residents. So far there these already showed some improvements for residents health and wellbeing.

## How good is our leadership?

**6 - Excellent**

In order to evaluate this question we considered and evaluated the following Quality Indicator 2.2 Quality assurance and improvement is well led - graded excellent.

People using the service should feel assured that the service has a robust quality assurance system. We found that a robust system was in place and that it covered all key areas of the care home including the health of each resident. The manager had a good knowledge of using the system and we found that where any areas could be improved, then action plans were devised and worked through. This meant that the system was meaningful and ensured improved outcomes for residents living there.

It is important that management have an up to date overview of the service that includes knowledge of each resident's current health and social needs. The manager had worked in the service for many years and her knowledge of each resident was excellent and her ability to continue to facilitate new opportunities for them to enhance their quality of life was commendable.

We found that there was excellent communication between management and staff which meant everyone was up to date with events around the home and about individual residents. This enabled the staff to provide better outcomes for the residents.

We noted that throughout the year, the manager looked at the best ways of getting feedback about the service in order to look at ways of improving it. This included asking visiting health professionals for feedback, sending questionnaires to people who visit the service and supporting residents to give their views and ideas through questionnaires and meetings as well as informally on an ad hoc basis.

An excellent service development plan was in place. We could see that a lot of work and thought had gone into this and that they had used the information obtained from their quality assurance systems and audits, any feedback and any ideas from residents and staff. This meant that they had a clear vision for the service going forward.

## How good is our staff team?

**6 - Excellent**

In order to evaluate this question we considered and evaluated the following Quality Indicator

3.3 Staffing levels and mix meet people's needs, with staff working well together - graded excellent.

People using the service should feel assured that there are enough staff to support them. We looked at the many positive outcomes for people and spoke to residents and relatives who told us about the many ways in which they were well supported by staff. This included accompanying them to spend time out with the care home and be part of the local community.

We spoke with many members of staff who were so enthusiastic about working at Greencross. They told us how their views and ideas were encouraged by management. They told us that they felt appreciated by management and really enjoyed their job. Many had worked at the service for many years which meant that their knowledge of the residents was excellent.

We heard that there was great team working and we found staff to be very respectful when both speaking to residents and speaking to each other. The service really felt that it belonged to the residents and that staff worked around them to fit in with their daily needs and lifestyles.

We observed staff to not only arrange various activities for residents, but really be involved in taking part too. After looking at the many pictures from events that had taken place recently, then it was very clear to see that this was always the case and staff really shared in the resident's enjoyment from these.

## How good is our setting?

**5 - Very Good**

In order to evaluate this question we considered and evaluated the following Quality Indicator  
4.2 The setting promotes and enables people's independence - graded very good.

It is important that people who live in the service feel at home and can be involved in influencing how different spaces within the care home are used. The home was made up of two separate buildings. The Lodge was purpose built whilst the original building is a converted school and was on three floors. Each floor had its own bedrooms, lounge and dining areas which meant that each unit benefits from having smaller numbers living there. We observed residents to move freely around both buildings and around the garden area. For some people, staff supported them to do this.

We heard how residents were involved in the recent smoking cessation programme, which had led to a smoking room being closed and refurbished into a small and bright quite lounge.

The service had lovely, well maintained garden areas, which we observed these being really well used during our visit. Due to the lovely weather, some of the planned activities were held in garden instead of indoors which people really enjoyed along with lots of drinks and ice lollies to stay cool and hydrated. People we spoke with told us that they were always getting used.

We found that there was very good signage around both buildings which assisted residents to find their way about the care home, including easily finding the toilets and garden.

It was lovely to see that the small household kitchen in the lodge being used by residents to make small meals and snacks and one resident told us how they appreciated being able to get up in the morning, do their own washing and hang it outside to dry.

## How well is our care and support planned?

**6 - Excellent**

In order to answer this question we considered and evaluated the following Quality Indicator  
5.1 Assessment and care planning reflects peoples' needs and wishes - graded excellent.

Residents should be confident that their care plans give clear direction on how to deliver their support and that they are reviewed and updated when there are any changes in their health or circumstances. We sampled plans and found that the staff had worked extremely hard to develop these. They provided an excellent level of detail to guide staff on what each person was able to manage on their own and at what point they needed to offer support.

We could really get a sense of what was meaningful to each person in their life, this included their friends and family, how to best manage their finances and considered equally both their health and social wellbeing. We heard about some new initiatives that has been recently started to build on the existing care plans and could see this working well where they had now been implemented.

We sampled care plans and found that these contained up to date information. The service used recognised assessment tools to monitor people's health and then used the outcome from these to inform the care plans. They were regularly reviewed and updated as needs changed.

We found that reviews took place to ensure that residents, families and staff had an opportunity to sit down together and review any actions points agreed from the last review, look at any areas that anyone would like tried differently and agree any actions going forward. This ensured that reviews were meaningful. However, people we spoke with told us that they could approach staff at any time if there was something that they wanted done differently and that they would be listened to.

## 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).

## 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 good is our leadership?	6 - Excellent

2.2 Quality assurance and improvement is led well	6 - Excellent
How good is our staff team?	6 - Excellent
3.3 Staffing levels and mix meet people's needs, with staff working well together	6 - Excellent
How good is our setting?	5 - Very Good
4.2 The setting promotes and enables people's independence	5 - Very Good
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

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