

Buchanan Lodge Care Home Service

1 Grampian Way
Bearsden
Glasgow
G61 4SP

Telephone: 0141 931 5050

Type of inspection:

Unannounced

Completed on:

20 August 2019

Service provided by:

Tamhealth Limited, a member of the
Four Seasons Health Care Group

Service provider number:

SP2007009156

Service no:

CS2003010427

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Buchanan Lodge care home is registered to provide care to 38 older people, of whom 19 require nursing care. The registered service is provided by Brighterkind Care, Tamhealth Limited, a member of the Four Seasons Health Care Group. There were 34 residents living in the home at the time of our inspection.

The care home is set within its own grounds in a quiet residential area in Bearsden, Glasgow. The bedrooms are situated over two floors, on ground floor level and first floor level. There is a lift to the first floor. Bedrooms have partial or full en suite facilities. There are additional bathing and showering facilities within the home with recent upgrading of a bathroom and shower room. Gardens were well planted and accessible to residents.

The philosophy of care, as stated within the care home information included:

'At Buchanan Lodge, everyone is treated with respect - residents and staff alike.'

What people told us

We were able to speak with 12 residents either on their own or in small groups. The comments we received were mainly positive:-

"I don't like the food, I am part of the food group. I am happy here though. The girls are really lovely and they take really good care of me. My room is my pride and joy - I did a lot of the pictures myself. They are kind and caring. I am quite happy."

"I am enjoying my lunch. I feel good today."

"I am fine."

"I have enjoyed my stay. I look forward to my wife visiting. The food has been fine -I would have liked more beans! My time here has been good."

"I am very happy here. The girls are nice. We are all good together. I have no worries. I like when my family visit. I am happy with the company here although sometimes I like to stay in my room. I like to get up early and have my breakfast and staff see that this happens."

We spoke with three ladies at an evening meal. They were delighted to have a chat. We asked about the meals and all three of them were not happy with the food. "It is never what is on the menu and the food can be tasteless, "however", we are happy to be here as we could not continue to stay at home."

"The girls are wonderful. I feel safe here. I have enjoyed some trips out but wish there were more. I enjoy the entertainers."

"I love to paint and I would love to do some gardening. I really like my room. I prefer to keep my own company, but sometimes it can be a long day."

"I am happy here, but the food is not nice! The staff are kind."

"I am bored. Not much to do."

We spoke with two sets of family members. They were very positive about the care and support their relative received:-

"I am very happy with care of my relative. I was in hospital so I needed to make sure he was well cared for. I have no concerns. The girls have been lovely. Very welcoming. I have had no problems and it gives me piece of mind to know he has been well cared for as we have no family up here. Happy overall."

"We looked at a lot of care homes. We chose this home and are very happy. Staff are lovely they have been here for a while -it is good to see familiar faces. We are pleased with what we see. Mum is well cared for. Would raise concerns if we have any - but we don't."

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?	4 - 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?	4 - Good

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

How well do we support people's wellbeing?

4 - Good

We could see that there were warm and genuine relationships between residents and staff. Residents responded positively when staff spent time with them, they smiled and laughed. Staff knew residents well and residents told us 'the girls are lovely' and 'they feel like my family.' Staff worked as team, including housekeeping and administrative colleagues, to ensure that residents received attentive and kind care. This was appreciated by residents.

The care and support given to residents, whilst respectful and compassionate, was often focussed on the 'task' of caring. Residents had their day-to-day needs met. However, staff missed opportunities to spend more meaningful time with residents as they were task focussed.

In discussions, residents told us that they were often 'bored'. Staff need to appreciate how important and uplifting it could be for residents to have individual, meaningful time spent with them.

We observed a good mealtime experience for residents at different times of the day. The tables were nicely set and reminded residents that it was a mealtime, with menus on display. Staff were attentive and discreet when residents required assistance. The dining areas were calm and relaxed, ensuring residents had the opportunity to enjoy their meals. Staff could improve the promotion of choice for residents by offering more explanation about meals and offering a visual choice at all times. The kitchen staff were aware of the needs and preferences of residents. They were also aware that some residents were unhappy with the quality of food and they were meeting with residents to address this.

Having opportunities to participate in meaningful activities was important for the health and well-being of residents. The activity programme in the home offered a good range of activities both within and outwith the home. Visits from the local children's nursery were particularly enjoyed. People also enjoyed pampering sessions and quizzes. The activity staff members were enthusiastic and knowledgeable, but recognised that those residents living with dementia would benefit from more one-to-one engagement. Activity staff and care staff should work together to ensure that each resident had access to meaningful opportunities suitable for their abilities.

The environment was warm, clean and comfortable. The management team should monitor noise, specifically the buzzers, to ensure the environment meets the needs of residents. Further work needs to be done to ensure that residents living with dementia can find their way safely and independently around the home. To promote the independence of residents the management team should complete the 'Kings Fund' audit tool. This tool guides services on how to develop their home to better support residents living with dementia. This is an area for improvement 1.

The health needs of residents were supported by a trained and knowledgeable staff team. A visiting health professional described the staff as 'responsive' and 'ready for my visits.' We sampled care plans and other records relating to the health and well being of residents including stress and distress, dementia, skin care and nutrition. These records were up-to-date and assessed regularly.

We found medication management and recording was variable across the home. To protect residents and ensure their health needs were met, medication administration and recording should follow good practice. Pain management and medication should be assessed and monitored. PRN (as required) medication and records should be accountable. Medication in stock should be fully accountable. We discussed these findings with the management team and they gave assurances that immediate action would be taken. This is an area for improvement 2.

Areas for improvement

1. The management team should complete the 'Kings Fund' audit tool.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: The home is suitable to promote the care and independence of residents, particularly those living with dementia.

2. Medication management and administration should follow good practice. The steps to be taken before medication is considered should also be evident. The protocols for administering an 'as required' medication should be clear. Medication stock within the home should be clear and accountable.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: Any treatment or intervention that I experience is safe and effective.

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?

4 - Good

Each resident had a care plan which outlined their health and care needs. The plans were assessed regularly and we saw that staff were vigilant and responsive if any concerns were identified. There was good input from other health professionals. This ensured that each resident had a plan that was up-to-date and reflective of their assessed needs. Staff recorded interaction with residents on a daily basis and evaluated their needs monthly. A six monthly review would take place to discuss how the resident was being cared for within the home.

To support a more person-centred approach, staff should be aware of all the needs and aspirations of residents, not just health needs. We did not get a sense of the person's identity and history from the care plans we looked at. We found the plans and other records to be clinical in tone and not reflective of the 'person' or focussed on positive outcomes for them. Staff knew the residents well and this was shown in the day-to-day care we saw. Staff needed to record not only what care they had offered each resident, but also how the resident had enjoyed their day.

We looked at care plans where residents living with dementia and stress and distress were evident. Some good plans to help support residents' mental health and wellbeing were in place but not for all residents. We discussed this with the management team and they agreed what action would be taken. Work would be done to ensure that each resident living with dementia and stress and distress would have a more responsive care plan. The care plan would articulate the residents needs, recognise their abilities and guide staff on how to support them. We found that most residents did not have an anticipatory care plan that outlined their wishes towards the end of their life.

More person-centred record keeping would have a positive impact on the monthly care plan evaluations and the formal reviews. Positive outcomes for residents could be more easily identified. This will be an area for improvement 1.

Areas for improvement

1. Care plans, daily notes and review minutes should be outcome focussed and written in a person-centred manner, taking account of all the needs of residents, not just health concerns. Care plans for residents living with dementia or stress and distress should be comprehensive and guide staff on how best to support each resident. Each resident should have anticipatory care plan in place.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my 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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	4 - Good

How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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