

## Carnbroe Care Centre Care Home Service

40 Paddock Street  
Coatbridge  
ML5 4PG

Telephone: 01236 421893

**Type of inspection:**

Unannounced

**Completed on:**

9 October 2019

**Service provided by:**

Alpha Care Management Services  
Limited

**Service provider number:**

SP2011011670

**Service no:**

CS2011300125

## About the service

Carnbroe provides long-term residential care as well as short-term respite care for up to 74 people with a range of physical and cognitive impairment. The service was registered with the Care Inspectorate in 2011 and is provided by Alpha Care Management Services Limited.

The service is situated in a residential area of Coatbridge and is within close proximity to local amenities and transport links.

The home is purpose-built over two levels with a passenger lift providing access to the first floor. The home consists of four units, two located on each floor which all provide communal lounges and dining facilities.

All bedrooms have en-suite facilities and people are encouraged to bring in their own furnishings to personalise their rooms. Each floor has a communal bathroom that provides residents with an alternative to their en-suite shower.

There are secure gardens to the rear of the building with seating areas for residents and visitors to use.

The service describes "dignity, respect, right of choice and transparency" as the cornerstones on which it operates. Their website states that they offer "personalised care services and are committed to the highest standards of professionalism adhering to regulatory requirements and ethical excellence".

There were 70 people living in the home at the time of this inspection.

## 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.

Prior to this inspection we issued 40 Care Standard Questionnaires to residents, relatives and carers. Of the 40 questionnaires we issued 12 were returned. Twelve people strongly agreed and three agreed that overall they were happy with the standard of care and support provided. Ten people indicated they were unsure how to make a complaint.

Some of the comments we received were as follows;

'My much loved relative has received the best care in their time in Carnbroe, all the staff involved with their wellbeing have been extremely professional, kind loving and caring at all times. We are very happy with the care and appreciate the fact our relative is in safe hands'.

'Most of the staff in this home are very good with residents which is very comforting for families, however I still have concerns about staff regarding their training in particular their communication towards the residents with dementia'.

'Quite good, very respectable'.

'I'm quite happy'.

'We were very apprehensive about our relative moving here as they always said they would never go into a home. I can honestly say that this has been the best they have been cared for in years. There are some complex medical problems which they monitor with vigilance and are on top of immediately. My relative isn't very sociable and they strike a good balance of encouraging them to take part while respecting their personality. We have visited this facility at a number of different times across the day and into late evening and have never been concerned about this care home. We have had a well organised review where both myself and social work were in attendance. I felt in a short time they knew my relatives emotional, social and medical needs well'.

'The staff are kind and caring with my relative as well as all residents. The food is good and if fussy they will offer alternatives. We have no problems with the level of cleanliness of the rooms'.

'The staff are all very helpful and nice and respectful to people'.

## 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**

People who experience care have the right to be treated with dignity, respect and compassion and have confidence in the people who provide their care and support.

The relatives and residents we spoke to during the inspection commented positively on the service and told us they felt well supported and looked after by a caring team of staff. We observed very good interaction and standards of practice from staff who were aware of the Health and Social Care Standards and demonstrated a genuinely compassionate approach when interacting with people which contributed to a friendly, relaxed atmosphere.

Residents were well presented and appeared comfortable with staff who knew them well and displayed positive management skills when dealing with individuals who were experiencing stress and distressed reactions.

There was a complaints procedure and the manager had a log to record any complaints or concerns. Regular consultation was taking place with evidence of positive outcomes for people. This ensured people felt listened to and valued.

The communal lounges and dining areas were spacious and we saw staff encouraging mobility. The dining rooms were nicely set out for mealtimes, staff supported people's nutritional needs, encouraged choice and provided support where required. Residents could choose where they wanted to eat their meals and we saw plenty of drinks and snacks available throughout the day which helped maintain people's health.

Additional monitoring charts were used for those who needed extra support and were generally well completed. These could be improved by staff demonstrating how they have been pro-active in providing care and support when residents are asleep resulting in omissions in the provision of oral care or medication. We discussed this with the regional manager and provided examples to staff and were assured this would be reviewed following the inspection.

Residents could be confident that their healthcare needs were monitored by a safely recruited and trained team of staff. There was evidence of regular consultation with relevant health care professionals. Medication was stored securely, administered safely and regularly audited. We discussed how to improve the audits as currently where discrepancies were identified these were not always reflected within the audit action plan to ensure continued improvement. We will continue to review this at future inspections.

The home is safe and secure with equipment and servicing contracts in place and up to date to ensure a safe environment. One of the units had been completely refurbished and work continues to redecorate and replace soft furnishings throughout to ensure a homely well maintained environment.

There was an activity plan displayed and we saw there had been outings, entertainment and activities provided. We received mixed feedback on the standard of activities offered, some people were happy while others said there wasn't enough going on.

We saw some evidence and pictures of various activities which had taken place within the home. However it was the outings and links with the local community as well as the evaluations of these that could be evidenced better with improved recording.

## 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**

People should be able to benefit from care plans which are regularly reviewed, evaluated and updated which consistently informs all aspects of the care and support they experience.

The care plans we looked at provided some good, person centred information on individuals needs and preferences which staff were aware of and demonstrated in the positive practice and interaction we observed during our visit.

Relevant risk assessments were in place with details on how to monitor and manage any identified risk. Staff maintained good links with external professionals who they consulted if they had any concerns or required additional advice and support.

We saw that people's rights were respected and where there were issues of capacity, appropriate legal arrangements were recorded and in place. This included anticipatory care plans which staff continue to work through in consultation with residents, relatives/carers. This meant that people experiencing care could be confident that their views would be sought and choices respected, including when they had reduced capacity to make their own decisions.

The care plans are recorded electronically with some of the information supported by original paper copies of assessments and documentation signed by the relevant external professional.

The care plans were detailed however they are large and repetitive documents which took time to negotiate.

There were a few instances where the plans provided conflicting information. We provided examples of this at feedback and were assured this would be reviewed.

More detail is needed in the monthly evaluations to provide an explanation of any achievements or deterioration within the month. This will assist staff when reviewing and updating the care plans to incorporate these changes as well as contributing to the six monthly review process.

The manager had introduced a paper summary care plan for each resident. These were located in individual rooms where staff could access all relevant information for the resident quickly at a glance. This prevented delays in sourcing information within the electronic plan.

Some of the six monthly reviews had been behind but the service had recognised this and had plans in place to rectify this in order to discuss any concerns or changes in individual care.

**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?	4 - Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	5 - Very 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

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

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 ਵਿੱਚ 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.