

## Gibson House Care Home Service

Argyle Street  
St. Andrews  
KY16 9BP

Telephone: 01334 474 665

**Type of inspection:**

Unannounced

**Completed on:**

31 October 2019

**Service provided by:**

William Gibson's Trust

**Service provider number:**

SP2003001624

**Service no:**

CS2003007091

## About the service

Gibson House is a charitable trust under the direction of a Board of Trustees. It is a two storey, listed building in close walking distance of St. Andrew's town centre and all local amenities.

Gibson House is registered to provide care for a maximum of 34 older people in single rooms. Nursing care is provided by the Community Nursing Service. Respite and short stay support is offered on a bed availability basis.

Gibson House aims to provide individualised care and support and independence as far as possible. The service aims to provide a home for life. There is a well established, experienced staff and management team.

## What people told us

We met informally with eight residents and two visiting family members. We also received the views of ten residents and nine relatives through returned care standard questionnaires returned.

All residents and eight (of nine) relatives were extremely positive about the care service that they or their family member received.

Comments included:

"Am happy and wouldn't change a thing".

"Think all the staff are very good and helpful".

"I'm very happy here and it feels like home".

"More activities needed".

"Understandably it takes a wee while for new members of staff to be fully integrated into the staff team".

"Sometimes there is a lot of noise from the laundry which is under my room, but not all the time".

"I'm quite independent with my mobility and all the staff encourage this".

"(Named staff) lead the team to achieve the highest level of individual care for my mum and dad and all the residents at Gibson".

"My brother and I are fully informed of our parent's care and we feel part of the Gibson team".

"Outstanding".

"Excellent care and support from the Gibson Team".

"Our parents' enjoy a safe, caring life in their home."

"Large TV in sitting room and lowered not up on the wall and the chairs placed more like a living room if possible. (Responding to what could be better about environment)."

"Strongly feel good care is given and you can see some of the elderly people in the home, happy, smiling and not left alone, this is only what I see in sitting room area and dining room".

"Great Care - Staff, always happy to help with regarding my parent. I find the staff cheery and nothing is not too much trouble, if I am concerned about my parent the staff will find out or reassure me".

"All staff are so good at letting me know of any changes regarding my parent, phone me regularly with updates etc! of care, or visits anything they feel I must know of (very good communication)".

"Very well looked after when he has any issues and I'm always well-informed".

"Superb as always".

"Daily opportunities for entertainment and inclusion. There doesn't seem to be any daytime/evening activities organised on a daily/weekly basis".

"The staff are cheerful and friendly but they are scarce. They don't have time to chat to relatives or service users".

"The staff are often chatting among themselves".

"There is a very good ethos, in terms of care and commitment shown by all the staff, which must reflect the overall management of the home. I think you would find it hard to find a better team of people".

"To be commended on a great job they are doing".

"Due to staffing constraints call bell not always answered in a timely fashion".

"Senior staff attentive, caring and compassionate in their approach. Some junior carers appear to have a major attitude problem & fail to treat their clients with care and compassion".

## 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 evaluated this key question as overall being good. This applies to where there is a number of important strengths which, taken together, clearly outweigh areas for improvement. The strengths will have a significant positive impact on people's experiences and outcomes.

People should experience care and support where they are respected and valued. Throughout the two days of our inspection visits we saw staff interactions that were caring and compassionate. Staff had a good knowledge of people's needs.

Residents told us that staff were helpful and kind. Typical comments included:

"Happy and wouldn't change a thing".

"I think all the staff are very good and helpful".

"I'm very happy here and it feels like home".

We saw staff treat people sensitively, actively listen to them and support them with kindness when assisting with personal care.

Residents could be confident that they would be supported to enjoy high standards in relation to meals, snacks and drinks. Staff demonstrated a very good level of understanding of people's individual nutritional needs and preferences. Residents told us there was always a good range of choices available, that food was of good quality and that they could have something whenever they wanted.

One person commented "You'll never go hungry here, did you see that lovely pudding today".

It was pleasing to see that at mealtimes people were encouraged to be as independent as possible. Tables were nicely set with condiments and teapots. This meant that they could help themselves to drinks.

People should be able to maintain and develop interests and enjoy their preferred activities. The service had an all staff approach to provision of activities. Residents told us of some activities that they had enjoyed such as going into town for coffee, links with local nursery, musical groups visiting and bingo.

Two people commented in the returned questionnaire that there could be more to do. Whilst we heard about some activities taking place we felt that this aspect of support could be further strengthened. This should include keeping of records of activities, this would help staff to evaluate how well people enjoyed these.

### (See area for improvement one)

The service carried out a range of health assessments to help monitor people's health. We saw that where screening highlighted health issues, the relevant health professional was contacted.

We saw that people were supported by a range of health professionals including the GP, podiatry and district nurses. We spoke to two district nurses, they told us that the service made appropriate referrals, they discussed that they worked with the care team to ensure good skin care. We shared with the management team where they felt improvements could be made.

Any treatment or intervention that people experience should be safe and effective. Most medication had been administered safely, however, improvements should be made to ensuring protocols for as required medications are in place and up to date and that where given staff monitor and record the effect of these. Topical administrations should also be reviewed, not all records were clear that people were receiving these as intended. This is to ensure that people benefit from medication administered.

(See area for improvement two)

## Areas for improvement

1. The service should ensure an appropriate range of social events and activities are provided each day to ensure the physical and mental wellbeing and cultural needs of residents are met.

**This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day both indoors and outdoors'. (HSCS 1.25)**

2. To ensure residents receive care and support which is safe and effective, the service should address the quality of medication management.

**This is to ensure that 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'. (HSCS 1.24)**

## 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

We evaluated the service to be performing at a good level for the quality of how well care and support is planned. This means that there are a number of important strengths which, taken together, clearly outweigh areas for improvement.

Staff demonstrated that they knew residents well and have a good understanding of their care and support needs. There was a stable staff team who provided people with a consistency in the standards of care given.

Each person was assessed prior to being admitted to the service and were encouraged to visit the home. This helped determine if the service could meet their needs and to give them opportunity to make the right decision for themselves.

The majority of individual care plans were clear, concise and were reviewed at regular intervals by key workers. It was clear that people's views of their care were important, a three monthly key worker report was completed and signed by the resident or family as appropriate.

One person told us that they could discuss their care with confidence with their key worker or the management team at any time.

We found that there was a range of associated documents and signing sheets for staff to complete. These were not always used in the way intended. The manager agreed to review these.

Due to the age of the building, the management team told us that it had not been possible to meet all standards in relation to hot water and hot surface temperatures. These aspects should be individually risk assessed in people's rooms and general risk assessments in communal areas. This is in order to minimise risk of harm.

(Health and safety in care homes, Health and Safety Executive publication 2nd edition 2014)

**(See area for improvement one)**

## Areas for improvement

1. To keep people safe the service should put in place environmental risk assessments which demonstrate how risks to residents are minimised. This relates but is not limited to hot water and surface temperatures.

**This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "My environment is secure and safe." (HSCS 5.17)**

## 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	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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