

Charnwood Lodge Care Home Service

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Dumfries
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Telephone: 01387 270350

Type of inspection:

Unannounced

Completed on:

9 January 2020

Service provided by:

Community Integrated Care

Service provider number:

SP2003002599

Service no:

CS2003010793

About the service

Charnwood Lodge is a care home for older people. It is located in close to Dumfries town centre.

The service provider is Community Integrated Care, a national social care charity which provides care and support to people across the UK. More information can be found on their own website: www.c-i-c.co.uk/age-related-needs-and-dementia/care-home-dumfries-charnwood-lodge

Charnwood Lodge is registered to provide care for up to 60 older people, most of whom may have dementia. The home is split into six small group living areas or "households". People will be allocated to a "household" depending on their needs and dependency.

Each named household has 10 bedrooms. All bedrooms have en-suite toilet and sink facilities, with communal lounges and dining/kitchen areas.

The home covers two floors serviced by a passenger lift and a staircase. There are large reception and "atrium" areas which provide space for visitors and activities to take place.

The ground floor has access to well designed garden spaces with seating, raised beds and a greenhouse.

A new "household" of eight bedrooms was due to be completed once agreed this would bring the total number of places available to 68.

The service do not employ nurses as a part of their staff group. Nursing needs are met by referral to District nurses or other health professionals as needs arise.

What people told us

Prior to the inspection we issued questionnaires to help gauge the view of people using the service and their relatives.

We received nine completed questionnaires from people using the service. Of these seven "strongly agreed" and two "agreed" overall, they were happy with the care and support they receive.

Comments included:

"Things are fine but sometimes there's a lot of noise around from TV, radio, cleaning machines"

"Staff are very nice. Would like more male carers"

"We really enjoy the Let's get sporty classes!"

We received five completed questionnaires from relatives. Of these four "strongly agree" and one "agreed" overall, they were happy with the care and support their relative received.

Comments included:

"Since day 1 my relative has been happy and contented at Charnwood, the staff without exception treat her with care, compassion and always with dignity. My relative gets on well with staff and the attention she gets is quite exceptional."

"We were so fortunate to get a place for our relative at Charnwood, the care is exceptional, personal care carried out with dignity and respect. Clean clothes daily. Supported in all his activities and treated as an individual - thank you!"

During the inspection we spoke with four people using the service and three relatives visiting. They told us they were satisfied with the service and felt people were treated well. Sometimes staff were busy but mostly it was excellent and couldn't ask for more. Although there's lots going on some residents don't or can't join in. This was felt to be a shame and maybe more could be done to suit them.

We carried out periods of observation to gauge the experience of care for people who cannot express their views easily. These observations suggested staff were attentive but at times there was no staff visible. For some people they may experience periods of time with little staff interaction and this could lead to negative feelings. There were other periods of the day with lots of activity and positive observations were made indicating people enjoyed it when they could see people and feel 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?	5 - Very 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?	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?

5 - Very Good

People should expect to experience compassion, dignity and respect for their rights. We observed staff interacting with people in a kind, caring manner. People's preferences were well known and people told us they had high levels of confidence in staff. This indicated people felt well treated and enjoyed good relationships. We observed very sensitive and caring interactions between staff and the people they support. Staff were patient and tried repeatedly to find solutions to ensure comfort and satisfaction of residents. The shower facilities at Charnwood could be further improved to allow greater accessibility. This would offer better choice and dignity for people supported. See area for improvement 1.

Some issues were highlighted to the manager in terms of best practice for people with visual impairment and dementia. Improvements could be made to increase colour contrasts, some areas of décor and more homely touches in some dining areas would be beneficial. Also, routine checks on wheelchairs, window restrictors and cleaning of commode pots needed review. This will be checked at the next inspection.

People should expect their views to be sought and responded to ensure care is how they want it to be. There were meetings held with people in small groups or as a part of the individual review process. The content was well focused to help gain specific views. People told us they could live life as they wanted at Charnwood Lodge and were confident if they raised issues they would be responded to.

We evaluated how people get the most out of life and concluded lots of effort was made to support this. Many residents were able to engage in the regular exercise groups and staff tried hard to support activities on a daily basis. People benefited from a staff group who knew them well. Management were proactive at using resources such as "Care about Physical Activity" (CAPA). This resulted in an award from Scottish Care for Meaningful Activities at Charnwood which is cause for celebration by the staff team who worked hard to achieve this.

It was recognised by management staff had difficulty in providing meaningful activity for people in the later states of dementia. In order to support more sensory types of input the service planned to introduce a care programme called "Namaste care". Progress with this is encouraged and we look forward to seeing this at the next visit. The facilities could also develop further to allow people to engage more in day to day activities. For example, the kitchenettes in the households were locked. By reducing safety concerns these could be opened up and more people could use these facilities.

Volunteers were used to help enhance life at Charnwood and we heard good examples of how this was beneficial. The garden was improved and new staff had joined the team following an introduction to the home as a volunteer. This could be developed even further perhaps with local support. We discussed how trained volunteers might be able to assist in getting people out for short walks in the garden or local area. As most people at Charnwood live upstairs this takes a particular effort and help from the community could really support this.

People should feel confident their rights are respected. People felt safe within the service and staff were aware of adult protection procedures if needed. Staff registrations were monitored well by management and this helped ensure a professional workforce.

People should expect their health to benefit from the care and support provided. People were confident staff knew about their medical conditions. We saw clear records of medical history and health care professionals visits. We found medications were managed well.

People told us they enjoyed the meals and snacks provided. We observed meals which were unhurried and staff assisted people with dignity. The new electronic record system was used well to monitor weights and fluids if needed. Resident's skin and oral care was monitored well using clear and easy to follow records.

This all contributed to very positive outcomes to support people's overall wellbeing.

Areas for improvement

1. The service provider should improve the shower facilities to allow greater accessibility and provide a better range of supportive shower chairs. This would allow better choice and dignity of personal care.

In addition dirty utility/"sluice" rooms should be upgraded to ensure safe and effective care.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that:

5.16 The premises have been adapted, equipped and furnished to meet my needs and wishes.

2. The service provider should ensure staffing structures are in place to support best practice and evaluate outcomes to show how this had been implemented. For example: leads in dementia (Promoting Excellence or equivalent), Infection control and Palliative/ end of life care. This is in order to ensure national frameworks or best practice guidance are well understood and has impact on outcomes for people.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that:

4.11 I experience high quality care and support based on relevant evidence, guidance and best practice.

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?

6 - Excellent

Residents should expect assessment and care planning to reflect people's needs and wishes. Care plans should be easy to access and kept up to date to ensure safe and consistent care is provided.

New electronic care planning had been introduced and was proving easy to use and helpful to staff. Staff used the system well and could build a picture quickly of a person's needs and wishes. They scanned important documents so these could be seen easily and referred to if needed. This helped ensure care staff were aware of needs and wishes.

Handheld devices meant staff could record care easily and individual timelines helped staff to know who needed help and when. This meant staff could respond more easily as they were reminded. This helped care to be safe and consistent.

Managers felt they had a better overview of care and the new system helped to ensure important care wasn't missed. The new recording system also meant information could be passed from one shift to the next more easily and this gave confidence in how communication took place.

We sampled how care and support was planned and found this was recorded in great detail, important information was clearly "flagged" and care plans contained lots of detail on preferences to ensure care was individual and as the person wanted.

The use of scanned documents meant information such as pre-admission assessment, discharge summary and so on was easily seen. The person could sign agreement to care plans and this showed their involvement. Legal status was well recorded and so it was clear who to involve in decisions about finance or welfare.

A section setting out what "a good day looks like for me" and a "biography" helped staff to know what was important and see the person as an individual.

Some discussion took place on how information was gathered and stored on what to do in an emergency and how "anticipatory care planning" was carried out so this was done more sensitively and important summaries were agreed. The manager was able to take action immediately to further improve this which was impressive.

Overall, the care plans viewed represented excellent record keeping which supported the delivery of care and support effectively.

The home development plan needed to evolve to take account of robust self evaluation and use audits more specifically to ensure even better outcomes for people who live here.

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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	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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