

Beechgrove Care Home Care Home Service

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Caldwellside
Lanark
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Type of inspection:

Unannounced

Completed on:

17 December 2019

Service provided by:

Whitelee Associates Limited

Service provider number:

SP2005007826

Service no:

CS2005108192

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

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

Beechgrove Care Home provides a service for sixty-eight older people and two younger adults with physical and sensory impairment. At the time of the inspection there was one vacancy, with an admission planned. The service had a waiting list.

The service is situated in a rural location on the outskirts of Lanark. The home is divided into four separate units, three of which can accommodate up to fifteen people and the remaining unit up to twenty-five people. Each unit provides single en-suite bedrooms with shower rooms, with its own lounge/dining areas and small servery area. Additional communal toilets and bathrooms are available throughout the accommodation as well as a cinema room, bar / function area and library. A central kitchen and laundry are also available on site. There are large enclosed grounds to the rear of the property.

The service's statement of aims and objectives consists of:

- aim to provide tender loving care and take time to make a difference
- respect our residents and staff
- provide care in a manner that promotes residents quality of life
- work together as a team.

What people told us

We spoke with fifteen people using the service during the inspection. All spoke positively about their experience of living in Beechgrove. People told us they were encouraged to do as much as possible for themselves but support was always there when they needed it. People made comments such as:

- staff are fantastic
- I wouldn't wish to be anywhere else
- if I don't like the meals they will offer me something else
- I feel safe here
- I'm well looked after and staff treat me well

We spoke with five relatives, and received two completed questionnaires prior to the inspection. Over all people were happy with the care and support their relative received and were happy with how their relatives were treated. People highlighted the need for more care staff in the units but indicated that the manager was already taking actions to address this.

Other comments made included:

- Mums wellbeing is fine
- Some staff work well together and can have everything running smoothly.
- Lovely and clean nice fresh smell very comfortable environment
- I feel perhaps that there could be more activities, stimulation in the unit.
- First Class (care and support)
- I feel that a lot of the time I have to ask the questions. I have had a form to sign which lays out mums care plan. But I have never had a review with a member of staff re mums care.
- Very Good. Can't praise home and staff enough knowing my mum is safe and settled and dad can visit mum at anytime (leadership)
- I can go to management if I feel there is a problem and it will be dealt with.

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 should be treated with compassion, dignity and respect. Those living in the service and relatives spoken with all confirmed that they had very good relationships with staff and that they were offered the right level of care and support to their needs. People felt that they were treated with sensitivity, being supported to do as much as possible for themselves, with the assurance that if they needed help it would be provided. There was a warm and homely atmosphere in the service.

We observed staff who were genuinely respectful and interacted with the those living in Beechgrove in a professional and compassionate manner. This ensured people felt valued and respected which helped maintain their wellbeing. This was confirmed through the majority of feedback we received from families as well as those living here.

We saw that people enjoyed mealtimes, with meals served in various areas throughout the accommodation, including people's bedrooms. This met people's personal needs and preferences. If people needed help with eating and drinking, this was provided in a kind and caring manner. The majority of people spoken with commented positively on the meals provided. This meant that mealtimes were a pleasant experience and enjoyed in a sociable atmosphere. We noted that menus were frequently discussed with those living in the service and were regularly changed considering feedback received.

Drinks and snacks were offered throughout the day as well as being available for people to help themselves, helping people retain some independence.

The way people spend their day should promote feelings of purposefulness and wellbeing. Activities were provided either on a 1:1 or group basis and included some physical activity, relaxation as well as mental stimulation. The service had multi-generational links with the community that included links to local schools and nursery as well as other local community groups. Outing to the shops and other local attractions were also made available with the service using its minibus to take people out and about. Residents continued to comment positively on what was made available.

Management were aware of the need to improve what was available to people during the day and evening, particularly out with the times activity staff were employed. The service was currently recruiting new staff to increase the numbers on duty during the day with the view that this would give staff more time to spend with people both on a 1:1 basis but also to encourage people to take part in more activities on a regular basis. We will monitor how effective this has been at the next inspection.

We discussed the need for the service to improve how it documented and reviewed the activities people took part. This was in order to show that activities provided remained meaningful and beneficial to individuals. We will review how effective this has been at the next inspection.

People using the service should be sure that their health needs were adequately supported. This was provided through ready access to services such as GPs, District Nurses and other health professionals when needed.

Effective systems were in place to manage people's medication. Where the service identified any issues in relation to management of medication this was addressed. This meant that people could be confident their medication was being administered safely and their wellbeing promoted.

Since the last inspection new care monitoring charts had been introduced. However, we found that these were not always being appropriately completed or monitored to ensure that people were receiving care as required in areas such as food and fluid intake and application of prescription creams. We discussed this with management who agreed to put systems in to ensure this documentation was reviewed daily to ensure people assessed care needs were being addressed. We will monitor the impact of this at the next inspection.

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**

Care plans should give clear direction on how to deliver people's care and support and ensure that they are reviewed and updated, when there are any changes in their health or circumstances.

We read a sample of care plans and found that these contained good person-centred information and prompted staff to promote people's choices and independence. This was demonstrated in the staff practice and positive interactions we observed during the inspection. From these plans we highlighted some areas where improvements were needed to ensure that these continued to be fully reflective of the care and support people received in the service. This included rewriting areas to ensure they reflected the most up to date information on the person, including health needs and ensuring that care notes were written daily and were meaningful. This would help show how the care and support provided continued to meet people's assessed care and support needs (see area for improvement 1).

We could see that where possible those living in the service and/or their relatives had been involved in the development and ongoing review of the care plans. We did note that six monthly reviews were not always being carried out in line with legislation, however management acted on this information and started to plan reviews where needed.

Not everyone spoken with was aware of care plans being in place. Management should consider how the service ensures that people are aware of their care plans and other information held on them.

We saw that people's rights were respected and where there were issues of capacity, appropriate legal arrangements were in place and advocates involved. 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.

Areas for improvement

1. 1. The service provider should ensure that personal plans are updated to reflect the current care and support needs of those using the service. The monthly evaluations in these should be more meaningful and reflective of the care and support provided. Where possible these evaluations should be agreed with the person receiving the service.

This ensures care and support is consistent with the Health and Social Care Standards, which states I am fully involved in developing and reviewing my personal plan, which is always available to me (HSCS 2.17)

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	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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