

# St. Columba's Care Home Care Home Service

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**Type of inspection:**

Unannounced

**Completed on:**

22 October 2019

**Service provided by:**

Priority Care Group Limited

**Service provider number:**

SP2003000048

**Service no:**

CS2011303629

## About the service

St. Columba's Care Home is situated in the Lochee area of the city of Dundee. The service is registered to provide a care service for up to 54 residents, and is provided by the Priority Care Group.

This service provides mainly long-term care for older adults, and also provides respite or short-term breaks. There are 54 nursing and non-nursing beds situated on the upper three floors of the home. The ground floor has been converted into 'the street', comprising of a library, sweet shop, cinema, bar, hairdresser and tea room.

All the bedrooms are single occupancy with en-suite facilities. There is also a secure private garden for residents' use.

We carried out an unannounced inspection over two days on 21 and 22 October by two inspectors, and we gave feedback to the manager of the service at the end of the inspection on 22 October 2019.

## What people told us

We sent out Care Standard Questionnaires to residents, relatives and staff prior to commencing our inspection and 21 were returned to us. In addition we spoke with people during the course of our inspection. Their views are represented here:

Residents:

'I feel the girls and boys are good professionals and they like their job very much. They always ask for my opinion and encourage me. If I have any concerns, I let them know.'

'I get invited to the residents meetings and I am encouraged to express my views. I take part in activities and I even went on holiday to Blackpool with some other residents and staff.'

'I like my lunch, it was good.'

'I'm comfy and I like a good cup of tea, the girls are fine'

'It's fine here'

'There is plenty to do here'

'I like my room'

'The foods 'awfy good and I like my room'

Relatives:

'Can't fault the care home, very good, all staff are great.'

'My relative is very well cared for, the home is free of smells and the staff are always polite and very helpful. As a family we are all happy with the care my relative receives.'

'All the staff endeavour to provide a safe and caring environment for the residents, they are a credit to their profession.'

'I feel my relative is well looked after, and my relative now classes it as 'home'. I feel relaxed and happy she is getting cared for in the home. All the staff are approachable and happy to help with anything.'

'Some areas of the home such as the lift areas should be cleaner. There should be more fish on the menu, 'the chef told me there is no budget to buy salmon'. Furniture in the day room, should be changed more often.'

Staff:

'St Columba's has a very good team of staff and most of our staff work together to achieve person centred care for residents. Those who need support to improve their knowledge are well supported and encouraged.'

'The introduction of CAPA (care about physical activity) and training on dementia skilled recourse to staff, have helped to improve the quality of life to our service users. I have been given the opportunity to do my SVQ (Scottish Vocational Qualification) level 4, and I am involved with relatives and residents about how we can improve. We have also been involving residents in the recent improvements to the home involving them at every stage.'

'I enjoy working for St Columba's, great team work, staff are friendly and great management.'

'I have worked for St Columba's for over 5 years and feel that we all work as a great team supporting one another.'

'I feel St Columba's provides the best possible care for our residents. Person centred care apply to all our residents and means that our residents are taking part in planning their care as well monitoring and making sure their needs are met. Our residents are given choice for everything they do on a daily basis. Management has an open door policy and equally supports residents who live in the home and staff looking after the residents, making sure high standards are kept always.'

'I am very happy contributing in providing an excellent care for residents living in St Columba's. Its a must for me to go on the floors every day and ask residents and suggestions what to do /cook if someone doesn't like what is on the menu. I feel very supported by the management, whatever I need/equipment, other products gets ordered and delivered immediately. We all work together as a team, doing our best for our residents.'

## 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?	5 - Very Good
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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

We found the service was working at a very good level within this quality indicator. This means the service demonstrated major strengths in supporting outcomes for people with very few areas of improvement required.

We found that the atmosphere within the home was relaxed and friendly and we received positive feedback from people we spoke with, and who responded to the care standard questionnaire's prior to our inspection.

We heard comments such as 'all the staff are very good', and 'they encourage me and listen to my views.' During our inspection, we saw that staff were patient and treated people with respect during interactions. We carried out a SOFI2 (Short Observation Focus Inspection) during our inspection, which evidenced that staff engaged in friendly banter with people and encouraged them to be as independent as possible during afternoon tea. We saw that staff used their skills in understanding the needs of people living with dementia, and dealt professionally and discreetly when diffusing a potentially challenging situation that occurred during this inspection. This meant that people had positive interactions with staff, who had the skills to work with the client group present in the service at the time.

During our inspection we saw that activities were available for people if they wanted to take part. In addition the service had introduced an additional 'floating' member of staff to support people with preferred activities. There were a number of areas on the ground level of the service, such as a cinema, library, hairdresser and café. We saw that these areas were being utilised during our inspection. Although there was good evidence that people were given opportunities to take part in activities, these were not always captured within resident support plans. The service should continue to ensure that preferred activities and involvement is recorded to ensure that all residents have up to date records.

Residents had clearly been involved in recent improvements to the home, and this was evident in resident/relative meetings, and from photographs taken during these meetings. Residents had been involved in looking at colour choices for the main corridors and also in personalising their own bedroom doors, with residents preferred colours. The changes had resulted in clearer definition between the different floors and areas of the service. This had made it easier for people to know where they are within the home.

Support plans evidenced involvement with peripatetic professional supports such as, GP's, Opticians, Chiropody and mental health services. Plans set out the support needs of individuals and were comprehensive. This meant that staff understood the support needs of individuals and appropriately involved other support when required. The sample of support plans that we looked at had been regularly reviewed, which meant that staff, residents and relatives had regular opportunities to discuss and ensure that support plans were appropriate and were meeting identified support needs.

**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?****5 - Very Good**

We found that the service was operating at a very good level within this quality indicator. This means that the service demonstrated major strengths in supporting peoples outcomes, and that there were few areas of improvement.

Of the support plans that we sampled, we found that peoples needs were clearly identified and that these plans were reviewed regularly. This meant that people were consulted and had opportunities to update and comment on how their support needs should be met. We were pleased to see that a new style of review document had been developed at the time of our inspection. These were more person centred and clearly involved relatives and care staff, and recorded details of success and things that people have enjoyed. This meant that these documents were person centred and celebrated success in addition to addressing where things needed to improve. The review document now had action points for staff to follow up on and will continue to be a focus area for the home.

We found that people had access to a range of external professional staff and included GP's, mental health staff, dentist's and podiatry. This meant that people benefitted from external peripatetic professional staff when this was required.

We looked at the way medications were administered, recorded and stored. We found that these records were in good order, with a good system of audit and governance. This ensured that people received the medication that they had been prescribed at the correct times, and that staff were monitoring medications systems regularly.

Whilst medication systems were generally well managed, we found that where people needed 'as required' medications, these records could have been more detailed. For example we found that when people required medications to help them relax during periods of distress; it was not always clear at what point these medicines should be administered, and could be open to misinterpretation. We highlighted this to the manager of the service who assured us that 'as required' protocols would be reviewed to ensure that these instructions were clear.

Risk assessments to assist resident's care needs were seen to be carried out regularly. A number of audits were in place in order to manage the performance of the service. This included systems to ensure that staff were

appropriately registered with their professional bodies, training requirements of staff, and the ongoing maintenance and up-keep of the building.

The management and staff team has brought about a continued improvement to the service by focusing on the importance of teamwork and encouraging everyone to play an important part in developing and improving the service. The service should continue with this approach. The management and staff team has brought about a continued improvement to the service by focusing on the importance of teamwork and encouraging everyone to play an important part in developing and improving the service. The service should continue with this approach.

## 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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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