

Camilla House Care Home Service

19 Grange Terrace
Edinburgh
EH9 2LF

Telephone: 0131 662 1114

Type of inspection:

Unannounced

Completed on:

31 January 2020

Service provided by:

Sanctuary Care (Kler) Limited

Service provider number:

SP2007008796

Service no:

CS2006135743

About the service

Camilla House is a care home service, registered to provide 24 hour care for up to 39 older people. There were 37 older people living in the service at the time of the inspection.

The service is situated on the south-east side of Edinburgh within the Grange area and is accessible by public transport. The service is provided in a large detached Victorian villa with an extension adjoining. Accommodation is provided over three floors, with stairs and passenger lifts giving access to the upper and lower floors.

There are 39 bedrooms. Six bedrooms have en-suite, with toilet and wash hand basin and six have en-suite with bathing facilities.

Two sitting rooms and a dining room are provided on the ground floor, with a smaller sitting room and dining area available on the first floor. Toilets and bathing facilities are available on each floor. There are kitchen and laundry facilities within the home.

There is a pleasant enclosed garden area for residents use. Car parking is available in the grounds.

The written aim of the service is:

"To provide professionally competent, individualised care within a safe and comfortable homely environment."

The provider has demonstrated their intention to make improvements with positive investment in the care home. During this inspection we spoke to the manager and regional quality assurance manager. They described the extensive refurbishment project for the entire home. This was underway at the time of the inspection and was expected to take several months and address some of the issues existing within the older building. These improvements should enhance the quality of the environment for people who live there.

The service has been registered since 13 December 2006.

What people told us

During the inspection we spoke with people who used the service and with visiting relatives. People were generally very happy with the service provided, and made positive comments about the staff and management of the service. They also commented on the upgrading that was going on in the service, and said that they felt it would be of benefit to people who used the service. Some were able to describe how they had been involved in deciding on colours and styles for both communal areas and their own rooms.

People made comments such as:

"The staff are lovely, they always try to be helpful."

"I am confident that the senior staff, particularly the manager and depute, will try their best to sort any problems out."

"I feel my relative enjoys the activities that are organised, and they help to keep them interested in what is going on."

"The food is good, the cook is very good."

"The staff are very kind, they do their best to help me."

People had the opportunity to complete Care Standards Questionnaires (CSQs) which were sent to the Care Inspectorate. These were very positive, people commenting that they felt the quality of care was very good.

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

During the inspection we observed some very compassionate interactions between staff and residents. We saw that staff were friendly and caring, and aware of individual preferences in how people would like to be approached. For example, some people clearly enjoyed a bit of banter, while others were more reserved, and staff reacted appropriately. This included interactions with people visiting the home, some were clearly well known and 'part of the family' while others again were more reserved. Everyone we spoke with said that 'the staff were lovely, very caring and considerate.'

People should experience high quality care and support that is right for them and be fully involved in decision-making. Any written records were seen to be respectful and professional while still recording relevant information, and staff seemed to be aware of confidentiality in daily practice. However, in some cases, we could see that changes had been made to people's care and this was not reflected in care plans. For example, one person could at times require medication to be administered covertly, and although the appropriate assessment and documentation was in place this wasn't reflected in their care plan. In another file, we saw in the record of professional visits that a physiotherapist had carried out an assessment of one service user and had provided exercises. This exercise sheet was in the person's bedroom and we were confident staff were carrying out the exercises, but this had not been recorded in the relevant care plan. These were dealt with by the deputy manager as soon as informed. Staff appeared to have an awareness of the rights of individuals to be as independent as possible within the limits of their health. People were, for example, encouraged gently to eat without assistance and this was only given when needed, and staff were observed to be mindful of a positive eating experience.

Meetings held with relatives and residents were informative and actively sought feedback on the service. Feedback was recorded and acted on as appropriate. Although the service took comprehensive minutes of relatives/residents meetings, these might benefit from reviewing previously agreed actions to ensure that everyone was kept up-to-date with developments.

During the inspection we could see that residents had the chance to decide how they wanted to spend their day – either in their own room, or in communal areas, or a combination of each. People should be enabled to get the most out of life and we could see that people who used the service had the opportunity to take part in organised activities, and this included a range of planned outings such as trips to the theatre, local parks and local social groups. The service was visited regularly by children from a local nursery, from pet therapy dogs, and on one occasion ponies. The service had a garden to the rear of the property, and this was well used in the summer. The service provided activities co-ordinators every day and we felt they were enthusiastic and caring, looking for a range of activities which might be of interest to staff. We signposted them to CAPA information (Care About Physical Activity) on the Care Inspectorate website, and felt they could benefit from additional training in providing activities which were meaningful and positive for residents.

Relatives we spoke with were happy with the activities that were on offer in the service, and on occasion took part in them themselves in order to spend time with their family member. All commented that they felt the refurbishment of the building would benefit their relative and that they had been involved in making decisions about décor etc.

Records showed that the service had supported people to access a range of health appointments, and this included relevant health screening opportunities. Nurses within the service were able to evaluate and monitor health conditions, as well as managing issues such as tissue viability. They described contacting specialist nurses for advice, such as the local diabetes specialist nurse. Comprehensive information was recorded about information on health, such as diet or health conditions, and we could see that any health issues identified were followed up, for example, ensuring referrals were made to SALT (speech and language therapist) or physio. People needed help from staff with their medication which was important for their health and well-being. Records showed that staff were aware of their responsibility to administer medication correctly and according to prescription.

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**

As part of the inspection we sampled the care files of people who used the service. We could see that support plans clearly showed a reflection of the identified needs and wishes of individual residents. They were evaluated and updated regularly and as appropriate. Family members we spoke with told us that reviews were carried out at appropriate intervals, although we did not always see minutes of these reviews in care files. Risk assessments showed how the service would support residents to have a positive quality of life while minimising risk.

The service had a comprehensive quality assurance process in place to ensure positive opportunities for residents and identify areas for improvement. This identified clear actions and timescales which were monitored by the providers quality improvement team. Records showed that the service supported staff to develop appropriate skills and had the opportunity for regular supervision. The service development plan would benefit from being dated and with the addition of timescales for completion/responsibility. This could be better linked to the service's quality assurance process.

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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