

Belleville Lodge Nursing Home Care Home Service

5 Blacket Avenue
Edinburgh
EH9 1RT

Telephone: 0131 668 2799

Type of inspection:

Unannounced

Completed on:

20 February 2020

Service provided by:

Mansfield Care Limited

Service provider number:

SP2005007720

Service no:

CS2008169339

About the service

Belleville Lodge Nursing Home is a converted and extended 19th century house situated in a residential area in the south side of Edinburgh. The home is registered to provide a care service to a maximum of 29 older people. At the time of this inspection there were 19 people using the service. The service is provided by Mansfield Care Limited.

The service is set in its own grounds and has well maintained gardens to the front and rear of the property. There is a small car park to the front of the property. Disabled access is to the side of the property. The property has been extended to the rear and provides accommodation over three floors. There are bedrooms and communal bathing facilities on each floor. A lift and stairs give access to the upper and lower floors. There is a warm, welcoming entrance to the service. There are comfortable, pleasant communal areas with various occasional seating areas which are well used. There is a dining room and two lounge areas on the ground floor, one of which has direct access to well maintained enclosed walled gardens through patio doors. The gardens provide an outdoor space for residents with easy access from the lounge and provide a variety of seating areas for residents and visitors.

The provider's stated ethos of care is "bespoke and resident-centred. Every resident is an individual bringing their own story, background, and references as well as support needs, and our staff do their utmost to help you fulfil your wishes for this new life phase".

This service has been registered since 12 March 2008.

What people told us

Views from residents and their families greatly informed this inspection. We sent 20 Care Surveys to the manager for random distribution to residents, as well as 20 for families and 20 Care Standards Questionnaires (CSQs) for staff. We received no completed surveys back from residents, 10 from families, and four from staff. Everyone indicated that, overall, they were 'very happy' or 'happy' with the quality of care they received.

During our inspection, we met with 11 residents, both formally and informally, as well as seven friends and family members. We observed staff practice with people who could not tell us about their experience. We also gained views from the residents' reviews of care. The vast majority of views and comments we received were positive about the care people received and the home. People were complimentary about the staff and management. All the people who returned completed questionnaires 'agreed' or 'strongly agreed' that, overall, they were happy with the quality of care they or their relative/friend received at this home.

Some of the many comments from people included:

- "I really like being here. I am very comfy."
- "They have been excellent, doing things immediately which we would have waited hours for, in pain/distress, when we were at home. The staff are all wonderful, including matron. Our TV was a bit wonky and it was replaced with a brand new one straight away. The food is good too."
- "The carers are wonderful, so caring, nothing is ever a bother for them. They keep us well informed and involve us in everything. They have had to call the GP for dad when he became unwell a few days after he moved in. Very prompt attention. We are very satisfied with the high level of care provided. We love the layout and setting. It's easy for dad to get about, his room is so spacious, lots of lovely areas to sit in, very comfortable. I loved the

fact that in this lounge the seats were in little groups, not all round the room. There is always lovely music playing, not TVs blasting. The other lounge is also very comfortable and the garden looks nice as well. There are lots of things for him to be getting involved in. He loves his music the most. Staff are good at helping him have his favourite music playing. He goes out with them too. We feel confident that if there were any problems they would be sorted straight away – nothing is ever any bother. We get coffee and cakes as soon as we arrive every time. They look after us as well as dad!"

- "In terms of wellbeing, the home is excellent so there is nothing of significance to change."
- "My mother is well looked after. She needs significant amounts of care and support but staff continue to try to understand her wishes and needs to enable her to hold onto some form of independence."
- "My mother's wellbeing seems to be paramount to all staff."
- "Staff turnover seems to be low which means I get to know staff even although I cannot visit that regularly. I feel they all know my mother well, including her idiosyncrasies, and they engage well with her. Also, when I phone I know who I am talking to because I will have met them and I find that very reassuring."
- "Great staff. Flexible, friendly, helpful, kind, and knowledgeable."
- "The team is exceptionally well led in an apparently intrusive way. My family member gets on so well with the staff and greatly admires matron. The staff have good sense of humour."
- "Given that the nursing home is relatively small it really does have a homely feeling to it. The consistency of staff adds to this 'family' feeling."
- "The home is warm, relaxing, and welcoming (no nasty smells). As I live far away/only visit fortnightly and this is always unannounced and never have I found my mother not cared for, and is clean and well fed."
- "Delightful home in beautiful surroundings."
- "Staff always contact me to tell me about anything different from the norm in terms of my mother's care. I feel that they keep me well informed and allow me to be involved in decisions relating to my mother's care, where that is appropriate."
- "Very good care – on personal level and encouraging interests and activities. The staff appreciate my relative's interests and participation plus physical details as needed."
- "The nursing home is well run. Staff have respect for residents but also have respect for each other. The matron of the nursing home demonstrates exceptional leadership skills and staff clearly respect her. Matron is very visible and very hands on. She seems to be fully up to speed with all residents' current needs/issues. There is so much in the media about poor care in homes that amazing homes such as Belleville Lodge are not sufficiently celebrated."
- "A well run nursing home. Issues are dealt with promptly."
- "It would be good if the staff could tell us a bit more if they feel she needs new clothes or if any of her possessions need repairing or replacing. Sometimes when we notice something and mention it to staff members they say they already knew."

- "I think the home could do with some refurbishment and redecoration in places."

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

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 evaluated the service as performing at a very good level. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

There was a very relaxed atmosphere in the home. People were given care from experienced, friendly staff with warmth, dignity, and respect. People's needs were well known by the staff. We saw staff taking their time with residents, providing reassurance and being encouraging. They were always using people's names which helps to get, and retain, their attention as well as being respectful. People experienced relaxed dining.

People could be reassured that the staff worked well to reduce any stress or distress people may have experienced. For example, staff could see a change in a person's condition. They were clearly explaining the actions they were taking to support this person. The family member expressed their relief at the prompt attention. Consistent staffing helped reduce any stress and distress people may experience. There were a couple of times when the buzzers seemed to be activated for long periods. The manager agreed to look at this and to ensure staff were aware to silence the buzzers as soon as they responded to a call. We will monitor this at future inspections.

People's health and wellbeing was properly monitored and staff made very good use of a wide multi-disciplinary team (MDT), including specialist health professionals. Staff reported good working relationships with the MDT. Residents' medication was properly managed. The organisation was looking to develop medication administration to meet current best practice which is to have medications administered from their original packaging, not from pre-dispensed packs made up at a pharmacy.

We saw that clinical aspects of residents' care were well met, with good oversight and monitoring by the nurses, team leaders, and management. Staff were picking up very early signs of people having possible infections, such as urine and chest infections. This meant prompt attention could be given to reduce the effects of the infection on the person.

Being meaningfully occupied also contributes positively to good health and wellbeing. People experienced lots of different activities, both in and out of the home, physical and sedentary. Wellness coordinators and the care staff were supporting people with a wide range of activities. Activities were provided seven days per week and included both group and individual activities. People could be involved in some light housework, including clearing tables and folding napkins. This could be further developed. The home had developed community links with a local nursery. The home had a small dog which was well loved by residents. The dog helped with the very 'homely' feel of the home.

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 evaluated the service as performing at a very good level. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

Staff knew the residents well, including their needs, likes, and dislikes. We saw that risk assessments were in place, where needed. These were reviewed regularly and generally when a person's needs changed. This helps to ensure risks for people were properly managed. People who were involved in accidents and incidents had their care plans properly assessed to ensure they remained relevant to that person and to reduce the risk of harm to the person.

Residents' personal plans should be right for them. It should set out how their needs will be met, as well as their wishes and choices. We found that the information in the care plans was good and provided most personal details about the individual resident's needs and preferences. Further details were needed to make sure all care plans were focused on the individual resident's preferences and needs, such as how an individual is supported with their medication or managing their diabetes, detailing the person's specific preferences. This will support

the current good practice residents are given by staff and help to ensure consistent practice. We will look at this in future inspections. We asked the manager to look at how new essential information is made available to care staff whilst ensuring it is kept private. This includes having the care plans kept in a lockable facility. We will monitor these areas at our next inspection.

The organisation is investigating a possible electronic 'care management system' which will support personalised care planning for each resident. We look forward to seeing progress in this area at future inspections.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The service should evaluate the effectiveness of how information is passed over from one staff team to another to ensure all key information is shared with the care staff when new people move into the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "My care and support is consistent and stable because people work well together" (HSCS 3.19).

This area for improvement was made on 28 October 2019.

Action taken since then

All staff were asked to read the care plans and medical history for any new resident moving in to the home. Staff told us they were given good information about residents. We observed staff handover meetings. We saw that these provided good levels of detail about each individual's health and wellbeing, including any changes to their conditions. We observed good information on display in staff areas for any areas of particular importance about any individuals.

This area for improvement has been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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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