

## Erskine Edinburgh Home Care Home Service

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Edinburgh  
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**Type of inspection:**

Unannounced

**Completed on:**

6 February 2020

**Service provided by:**

Erskine Hospital

**Service provider number:**

SP2003000260

**Service no:**

CS2003010632

## About the service

Erskine Edinburgh Home is a care home for ex-service men and women and their spouses. The home provides 24 hour nursing care to a maximum of 72 older people, accommodated across seven units. Each unit (or 'house') has a different layout, each providing dining and living spaces and smaller quiet rooms. A variety of specialised rooms are available for people to use, these include a library and cinema room as well as a large activities room on the ground floor.

The home is situated in the residential area of Gilmartin and benefits from easy access to the local area and good transport links. The home have use of their own minibus for trips and outings. Garden grounds extend around the whole home and provide a variety of outdoor facilities, including allotments, summer-house, artist's hut and seating areas. Access to the outdoors is easily available at various points throughout the home.

## What people told us

Prior to the inspection we issued a number of care service questionnaires in order to gather the views of people living in the home, their relatives and staff. Comments included:

'I would not change anything'  
'The food is the one thing I would change'  
'I like the staff'  
'very happy with the staff'  
'there's a lot of background noise'  
'I like talking to staff and fellow residents'  
'I am very happy with her well-being'  
'I consider my mum is well looked after and cared for'  
'the staff are very friendly'  
'some staff are exceptionally good'  
'I feel the staff have my mother's welfare very much in mind'  
'the atmosphere is one of tranquility and security'

Overall people were happy with the level of care and support they or their relative received and spoke positively about the home.

## 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**

Erskine Edinburgh Home provides high quality care within an attractive and very well maintained environment. The home is well resourced with many facilities and specialised areas, providing opportunities for people to engage in a range of activities, both indoors and outdoors.

We would expect that people experience care which is delivered with compassion and respect and were pleased to see that this was the case at Erskine Edinburgh. Care was delivered in a quiet and dignified manner and people living in the home responded positively to staff members who they clearly knew well. We found the service to be performing at a very good level in this key area, with major strengths which supported positive outcomes for people.

People should be able to get the most out of life, making decisions about how they spend their time and being able to maintain and develop interests. We found that the home provided lots of opportunities for people to engage with activities and had a number of dedicated staff members who organised and facilitated social events. The home has generous staffing levels and we were able to suggest ways in which these could be used to maximum effect, in order to ensure positive outcomes for as many people as possible.

It is important that people's health benefits from their care and support and that treatment is based on best practice at all times. We found that the service provided excellent healthcare support for those living in the home. A range of specialised professionals are employed within the service, providing guidance and support which clearly had a positive effect on people's well-being. Staff were able to discuss the specific benefits for individuals and the way in which the team worked together to maximise success.

Medication management is of a high standard with an electronic recording system and strong audit process resulting in accuracy. People could be reassured that their medicines were managed in a safe way and would be reviewed regularly. The home have many initiatives around nutrition and mealtimes, using snack boxes, lunch club, pop up restaurants and feedback meetings to ensure that people's wants and needs were catered for. We were pleased to see that end of life care was a strong focus for the home, with support being provided for families and individuals. The home run a 'Forever Friends' cafe to provide a forum for discussion and support and utilise 'Namaste' sensory therapy in order to provide comfort and emotional well-being during end of life care.

## 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**

Erskine Edinburgh use an electronic care planning system which provides a robust system for recording information and reviewing care. We found the service to be performing at a very good level in this key area, with major strengths and very few areas for improvement.

Care plans included positive and detailed information about how people liked to spend their day, with information outlining what was most important to people. We found the information to be personalised and helpful in creating a clear picture of the priorities for care. Staff could be guided by up to date and comprehensive information, which was easily accessible through the electronic system. We could see that plans were regularly reviewed and that the whole system was thoroughly audited to ensure accuracy and drive improvement. We were able to suggest the clearer involvement of people in the reviews of their care plans but could see that families and individuals were regularly invited to comment on the care provided. We also took the opportunity to discuss the development of social activity planning and recording, which is an area which would benefit from some focus moving forward.

## 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	6 - Excellent

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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