

Chamberlain Road Nursing Home Care Home Service

7/9 Chamberlain Road
Edinburgh
EH10 4DJ

Telephone: 0131 447 2849

Type of inspection:

Unannounced

Completed on:

2 March 2020

Service provided by:

Elder Homes Limited

Service provider number:

SP2003002448

Service no:

CS2003010621

About the service

Chamberlain Road Nursing Home is owned and managed by Elder Homes Limited and is situated in a residential area in the south of the city of Edinburgh. The home is situated close to several main bus routes and has access to a range of local shops, restaurants, cafes and other community facilities.

The house is accessed by glass doors leading to sitting areas, dining room and private bedrooms which are spacious and well-presented, most with en-suite with level access shower or toilet and wash hand basin. Accommodation is provided on two floors, with stairs and a passenger lift giving access to the upper floor.

The home is set in its own grounds, with a small paved area and parking area to the front and an enclosed courtyard garden to the rear. The manager is responsible for the day-to-day running of the home and was present throughout the majority of the inspection. The home is registered to provide a care service to 29 people.

The Home's philosophy of care states that the service "considers clients and their families to be our priority in terms of care and support" and that the Home aims to "offer all residents the right to participate fully, should they wish to do so, in decisions about arrangements for daily living".

What people told us

Comments received from residents and relatives during the inspection included:

"It is amazing. They're very sensitive, they've done a wonderful job. Any issues are dealt with immediately. We are involved with the six monthly reviews including the end of life care plans. We are also involved in any changes. Ongoing communication is very good and we have no concerns about her safety. Her healthcare needs are absolutely met. The food is absolutely lovely. She gets to do what she wants, sometimes she just wants to be in her room and the staff go in and check on her regularly. She has been to the theatre and the ballet. They even organised for us to go the opening of the Forth Road Bridge".

"The staff have been amazing, I have trusted them from day one. Their recruitment must be really good because they're always thoughtful and have happy personalities. The training must be amazing because they are all excellent; they are spot on with healthcare. The communication is excellent. They take her to concerts. She kept her own GP and we have spoken about end of life care. They are all very courteous. We came in for Christmas day lunch in the lounge. The menus and meals are great. The staff are in with her all the time. We come to all the reviews and are completely involved with all decision making".

"I'm very happy here, I get all the help I need and have no complaints. The staff are most helpful and kind and the meals are excellent. If there's anything you don't like they get you something else; it may take a little while but it's always fresh. They're always forward thinking. I have a shower every night; my shower broke and it was replaced immediately. The physiotherapist comes three times a week for standing exercises, seated exercises and treatments".

"There is something on every day and we have outings to the garden centres and the galleries. The nurses are so tender and the carers are so patient. The GP comes in and the nurses look after us. They take us to the dentist and the chiropodist comes in".

"We discuss the menus at the residents' meetings. It's very useful; it gives us a chance to say what we are and are not happy about and it gives us a chance to thank the staff. We have adapted cutlery and we can have our relatives join us for lunch".

"The manager is extremely helpful and comes to see if we are alright. She is a 1st class manager. She encourages us to talk to her and make suggestions. Visitors are made very welcome".

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

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| How well do we support people's wellbeing? | 6 - Excellent |
| 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?

6 - Excellent

We evaluated the service as performing at an excellent level. This means that the service's performance was sector leading and supported experiences and outcomes for people which were of outstandingly high quality. There was a demonstrative track record of innovative, effective practice and/or very high quality performance across a wide range of its activities from which others could learn. We can be confident that excellent performance is sustainable and that it will be maintained.

Staff supported people in their day to day life in a caring, professional manner. We could see that the core staff team had excellent relationships with residents and their relatives. The newer staff had embraced the well established ethos and values embedded into practice in the home. This meant the people were cared for in a respectful, compassionate and dignified way, reflecting the Health and Social Care Standards (HSCS).

A team of five activities staff provided a varied social calendar based on residents' choices. We spoke with the social and leisure manager who was responsible for facilitating the activities between the staff and the residents. During the inspection visits we observed residents were being fully included in activities in a meaningful way to them. All activities were put on-line daily so relatives could see what their loved ones were doing. Residents could go on various outings in the home's minibus; for example, shopping, the theatre and local galleries. One-to-one activities were available every day for residents who didn't wish to partake in group activities. One lady was collected and returned to her house every day to spend time with her husband who resides in the home. They now live in the home together. The residents were getting involved in the heritage group for the King's Theatre during its refurbishment to give advice on how to make it more user friendly. A recent initiative was enabling residents to go wheelchair ice-skating at Murrayfield ice-rink. This was open to all residents; not just those who used a wheelchair. The social and leisure manager told us she was asking residents if they wanted to go on a speed-boat. This was also open to residents who required to use a wheelchair.

The manager and activities staff had worked hard to establish links with the local community and the residents were benefitting from relationships with local schools, nurseries and in-house church services. Residents told us they were also supported to attend their own church services in the community if they wished. We discussed the possibility of residents going on holiday if they wished and the manager and social and leisure manager said they would ask the residents.

Residents said they enjoyed a healthy and balanced diet and had access to plenty of drinks throughout the day. The hospitality manager met with us and told us how he involved all residents in the decision making regarding the nutrition within the home. The chefs spoke with the residents after every service. We found that dining rooms were presented very nicely and that residents could choose whether to have meals there, in the lounge or in their own bedroom. Residents told us that the food was absolutely lovely and if they didn't fancy what was on the menu they could have one of 50 alternatives. Residents could phone the chef from their room requesting specific meals for the day; one lady loved seafood and regularly enjoyed her lobster, scallops and prawns. Visitors told us they could have their meals with their relatives/friends if they wanted to and this was encouraged. A number of relatives told us they regularly had lunch with their loved ones. The chef held regular meetings to discuss residents' likes and dislikes which the residents said were very beneficial.

Care and support should be based on best practice and show clear benefits to people's health. Residents could be confident that senior staff had an overview of their health care needs and consulted with relevant health care professionals including the chiropodist, GP and dietician, as needed. The physiotherapist supported residents three times a week through daily exercise sessions, as well as individual tailored sessions with residents to help maintain and support their mobility and general wellbeing.

Although it was evident the service was always aiming to improve, no formal development plan was in place. We discussed the importance of this with the manager who stated she would develop and implement one.

In summary we found a skilled, knowledgeable, caring staff team who worked in a person centred, value based way to the benefit of not only the people living in Chamberlain Road Nursing Home but their visitors too.

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.

People should be fully involved in their assessment and development of their personal plan. These should be available and set out in a way which is personalised and meaningful to each individual. We saw evidence of residents' and relatives' involvement in the development of residents' personal plans. Monthly evaluations were carried out on all individual care plans and updated to keep staff informed of residents' health and well being. Six monthly reviews took place for each resident to which residents and relatives (where appropriate) were invited to be included. Residents and relatives told us they were very involved in all decision making regarding care planning and support.

Access to relevant health professionals was excellent. The home had a wide range of links with external professionals to the benefit of the people living in the home. Treatment and health interventions were led by the nurses to ensure any concerns were quickly addressed. The full-time education and Dementia coordinator met with us and told us about the comprehensive induction and training programmes for staff including evaluation of practice. This ensured staff were following best practice guidance.

Monitoring charts such as food and fluid balance charts were in place and evaluated appropriately. Pressure prevention measures were being taken. Residents who showed signs of stress/distress had very detailed care plans in place which were evaluated regularly. In one instance we saw a resident's care plan which identified a chronic mental health issue which medication was prescribed for.

The resident had displayed no symptoms since residing in the home, however, information should have been available to guide staff should symptoms manifest. This was discussed with the manager who stated it would be addressed immediately.

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

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| How well do we support people's wellbeing? | 6 - Excellent |
| 1.1 People experience compassion, dignity and respect | 6 - Excellent |
| 1.2 People get the most out of life | 6 - Excellent |
| 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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