

## Erskine Park Care Home Care Home Service

Princes Park  
Erskine Hospital  
Bishopton  
PA7 5QA

Telephone: 0141 814 4633

**Type of inspection:**  
Unannounced

**Completed on:**  
14 February 2020

**Service provided by:**  
Erskine Hospital

**Service provider number:**  
SP2003000260

**Service no:**  
CS2006118939

## About the service

Erskine Park Care Home is owned and managed by Erskine Hospital. It has been registered with the Care Inspectorate since April 2011. The home is registered to care for 40 older people living with dementia. At the time of the inspection there were 40 people living in the home.

The care home is a one storey purpose-built home, set in a large parkland area, located outside Erskine.

Erskine Park offers single bedroom accommodation with en-suite facilities. The home has four individual houses. Each house has 10 bedrooms, a sitting room and a dining room. Residents can move freely between all of the four houses. Each house has access to a safe, well-maintained garden area. There is a range of quiet sitting rooms for residents and their relatives to use.

The home employs specialist healthcare professionals including an advanced nurse practitioner, speech and language therapists, podiatrist and physiotherapists. This enhances the care and treatment available for residents.

The organisation's philosophy includes the following:

'Dignity, privacy and respect are of paramount importance in delivering our care within a homely environment.'

## What people told us

During our inspection we spoke to people using the service and their relatives about their experience of Erskine Park Home. Before the inspection, we asked the provider to distribute questionnaires to people using the service, their relatives and staff. 20 completed questionnaires were returned to the Care Inspectorate. We spoke with staff throughout our inspection and as part of our general observations. We also carried out a SOFI 2\* observation involving residents with limited communication abilities.

Overall, residents and relatives provided very positive feedback about the standard of care at Erskine Park Home. Comments included:

- 'Staff seem aware of all my likes and dislikes and are keen to help in all areas. They treat me with respect at all times'.
- 'Staff know all of mum's likes and dislikes. You can see this through their knowledge when interacting with my mum. The service allows mum to keep her independence as much as possible'.
- 'I feel as safe here as I did in my own home. I am never anxious or worried. Staff treat me as a friend or as a family member. They always seem to have the time to help and chat and know what is going on'.
- 'Beautiful surroundings. Very clean, warm and cosy'
- 'Care and skills are second to none. excellent dementia care, due to good training'.

- 'Staff spend a lot of time sitting with residents and speaking to them. I can speak to them any time I'm visiting mum if I need to tell them anything. There is always someone around'.

- 'Staff at this care home are fantastic. Caring, engaged, involved, interested and interesting. I do not have a single worry about my mum's care. I am confident she is looked after to the highest standard'.
- 'The care and support I receive are always of a very high standard'.
- 'This service has greatly improved the quality of my life. It has given me first class care. I am able to go on outings that otherwise I could not enjoy. This has been good for me and my family too. Knowing that I am so well looked after'.
- 'An excellent care home. Clean at all times. Kind, compassionate and patient at all times'.
- 'Staff appear to be very happy in their work and will do whatever they can to support both residents and their families'.

\*SOFI 2 is a Short Observational Framework for Inspection. We use SOFI 2 as a tool to assist us in directly observing the experience and outcomes for people who may be unable to tell us their views.

## 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?	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?	6 - Excellent

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**

The service demonstrated the principles of the Health and Social Care Standards in the everyday practice. Staff interacted with kindness, patience and compassion. Our observations confirmed that staff knew each resident well and that the residents benefitted from their positive relationship with staff members. People gave us very good feedback about the service and told us that they felt valued and listened to. A resident

said: 'The staff are all so friendly and know me and my likes and dislikes, and the continuity of staff is very reassuring'.

During our visit we noticed that staff in each unit spent time with residents or did activities with them. This created a friendly and warm communal atmosphere that helped residents to have a sense of safety, occupation and belonging. A relative who visited very regularly found: 'the care ratio is great. A lot of personal one to one time is spent'.

People benefitted from thorough processes that established their individual needs, history, likes and dislikes. Various examples showed how this led to good outcomes, because care interventions and activities were person-centred and strengthened each resident's sense of individuality.

A dedicated, skilled and very proactive team of activity co-ordinators supported the care staff and enabled residents to experience a varied programme of group and individual activities.

A relative said: 'I would like to highlight the support the activity co-ordinators give all the residents in the home. They treat residents with great respect and encourage great activities each day'. We were able to see multiple evidence for meaningful occupation in and outside the service. This included very well-planned individual activities that encouraged people to experience new things or things they always wanted to do. Residents also benefitted from regular outings, very good garden facilities and the service's excellent connections with local community organisations.

People gave us very good feedback about how well the service was managed. Families felt very welcome, well-informed and included. A relative told us: 'The staff always keep us informed through meetings and by approaching us personally as a family'. We found that the service organised regular meetings and individual care reviews. This meant that people's opinions were valued and their rights respected. Managers created a culture of community and used creative ways to keep people informed and involved. A family member said: 'At a recent relative's meeting we used mood cards to help us express how we felt about the service. It was really helpful and very emotional, but such a lovely thing to do'.

The environment inside the service and the well-maintained gardens, were used in a way that enabled residents to experience very few restrictions. This promoted physical activity and a sense of openness and community. It reduced stress and anxiety by enabling people to walk with purpose and experience a sense of autonomy, whilst they were safe and adequately supervised.

Residents were able to enjoy well organised, relaxed and unhurried mealtimes. We observed that people were well supported and received assistance that met their individual needs. Staff ensured that residents were offered appropriate choices. This included visual choices for people with limited verbal communication abilities. The mealtimes promoted individual abilities, confidence and individuality. Each resident's nutritional health was supported by detailed, regular, individual nutritional assessments and weight monitoring.

The management and administration practice of medication was safe and robust. This was supported by effective and well-managed quality assurance systems. Residents also benefitted from easy and quick access to the provider's advanced nurse practitioners and allied health professionals based at the nearby Erskine Home. These readily available resources of healthcare expertise contributed to very good outcomes for people and ensured that practice in the service was driven by current best practice and innovation. This sector leading set-up also contributed to research and innovation projects beyond the service with the potential to benefit the wider care sector.

**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?****6 - Excellent**

Residents benefitted from detailed care plans and personal risk assessments that were complete, up to date and informed every aspect of their care. The sampled plans showed that staff involved the resident or their representative to inform and review the care plans very well. A relative told us: 'We feel we have enough input into the care plans. We had several initial meetings around the care plans and then regular reviews. We can also always ask staff and managers anything. I think it's phenomenal and sets a benchmark'.

The care plans put great emphasis on including people's choices and wishes. Residents or their representatives were given regular opportunities to review and evaluate the care plans. A relative said: 'Care plan reviews are very regular and they go through it with me line by line'. This collaborative approach ensured that care plans were person-centred and effective in meeting people's needs.

Care plans supported residents to live well right to the end of life. Advanced care plans were completed in good detail and ensured that people's wishes were respected should they become very unwell. The very dynamic set-up of the electronic care planning system meant that if a resident's needs, abilities or treatments changed, this was very quickly incorporated into their care plan. The sampled care plans and risk assessments were therefore relevant and effective in directing and evaluating people's care.

The sector leading quality of the documentation was driven by strong leadership and supported by rigorous and effective quality assurance. Managers constantly supported staff to implement current best practice. Assessments, care plans and daily progress notes worked together very effectively. This ensured that people experienced very good outcomes that were based on their individual needs and wishes. We saw several excellent examples of how staff used the information contained in the care plans to facilitate very good individual outcomes. Staff also evaluated the plans regularly and meaningfully. The care plans therefore remained effective, evidence-based and outcome focussed. A resident said: 'Salient points are recorded daily and the caring staff are well aware of my requirements'.

## 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?	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?	6 - Excellent
5.1 Assessment and care planning reflects people's planning needs and wishes	6 - Excellent



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