

## St. Raphael's Care Home Care Home Service

6 South Oswald Road  
Edinburgh  
EH9 2HG

Telephone: 0131 667 3601

**Type of inspection:**  
Unannounced

**Completed on:**  
12 March 2020

**Service provided by:**  
Viewpoint Housing Association Ltd

**Service provider number:**  
SP2003002464

**Service no:**  
CS2003010670

## About the service

St Raphael's is a care home for 63 older people and was registered with the Care Inspectorate in April 2011. The provider of the service is Viewpoint Housing Association Ltd. who also has other care homes and support services across Scotland.

Nurses and carers support and care for people living in St. Raphael's. The home is situated in the Grange area of Edinburgh, close to bus services and local amenities in nearby Marchmont. There is car parking at the front of the home.

The accommodation is provided over two floors with the upper floor accessed by stairs or lift. There is a designated dementia unit. All bedrooms have en-suite facilities and there are bathrooms and toilets on each floor. Seating is available in the foyer area and at various points around the home, as well as sitting rooms on each floor. The home was upgrading the heating system and kitchen at the time of the inspection. The main dining room is on the ground floor and to the front is a south facing conservatory with armchairs and views to Blackford Hill. These areas were not accessible during the inspection because of the kitchen upgrade.

Catering and laundry services are shared with the adjoining care home, Marian House. There are enclosed and well maintained gardens with a roof terrace on the first floor. Some rooms had full length windows/doors overlooking the garden.

There is a Craft Café available to people in the home. This is a facility run in partnership with Impact Arts and provides a place where people can express their creativity and socialise. More information can be found at:

<https://www.impactarts.co.uk/content/our-work-older-edinburgh/>

The service aims and objectives are reflected in all Viewpoint's care homes:

"To have joy in later years, to inspire with positive smiles and words, say yes I can and I will, celebrate age, experience and wisdom.....work hard, have fun and laugh."

For more information about the home you can visit:

<http://www.careinspectorate.com/index.php/care-services?detail=CS2003010670&q>

## What people told us

"Regardless of position and experience, everyone supports the residents achieve their wishes no matter how large or small"

" Residents are treated with respect and compassion"

" Very happy with the way staff care"

" The craft café is a great asset"

" Very happy in here, it feels like home"

" When I first came here there was a welcome party, so that I had the chance to meet people"

- " They really have a good understanding about the residents"
- " Any care you need is done promptly"
- " It feels like a holiday in here"
- " Top class training, great place to work in"
- " The residents have great activities twice daily and good outings"
- " This is the best home I have worked in "
- " Management are very supportive and approachable"
- " They offer great training here so that we can maintain competency and knowledge"
- " If you have any concerns, management really listen to you"
- " Residents are well looked after by staff who work well as a team"
- " Great teamwork and leadership"

## 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**

Within this inspection we observed that residents were treated with respect and cared for in a supportive manner. Residents and relatives spoke highly of staff, in terms their approach to providing care and support

in a professional manner. Staff had a very good insight to residents care needs which was reflected in care planning, observations and what people told us.

Our observations viewed that the care home was operating well within the Health and Social Care Standards to make sure that residents were receiving safe and responsive care.

How residents spent their days- The care home had a good range of activities and outings that were on offer to residents with staff encouraging them to become involved. The care home had a craft café which was popular, and gave the residents the opportunity to paint and make things using their skills, and also develop new skills. Residents and relatives we spoke to told us that there was plenty to do each day including exercise, entertainment, music, church services, Nationality days where the care home celebrates different cultures, and one to one time with activity staff. This made sure that residents had the opportunity to fill their day and prevent boredom.

Managing Infection- The care home was operating to a very high standard in relation to infection prevention. They done this by making sure that all staff had up to date training, ensuring that the care home was clean, and that staff wore protective clothing when required. In light of the current Coronavirus we were satisfied that the care home had robust measures in place to keep people safe.

Nutrition- Residents enjoyed very good quality food, with menu planning being paramount in terms of looking at nutritional value that would help residents maintain good health. The catering team used best practice to guide them in terms of nutrition for older people. This helped them to ensure that residents were receiving the right nutrients to ensure their wellbeing. Residents and relatives told us that they enjoyed the food choices provided, and we could see that there was a wide range on offer including an alternative menu should residents change what they wanted. .Catering staff spoke with residents after mealtimes to check that they enjoyed their meals and if they had any further suggestions for the menu.

Residents had access to drinks throughout the day and night to make sure that they were receiving adequate fluid intake in order keep them hydrated.

All residents had a nutritional assessment carried to ensure that they were receiving the right care and support. By this we mean staff would monitor residents weights, identify the correct diet and consult with health professionals if there were concerns. We observed in care plans and information communicated to catering staff, that special diets such as food fortification and other types were out in place to ensure that residents were receiving the correct nutrition. Staff received nutritional training from external health professionals.

We observed lunch when we visited and found this to be well organised, relaxed with residents receiving support where required.

Skin Care- Where residents required care and treatment regarding their skin we observed that care plans and assessments provided good detail and guidance. for staff. This made sure that residents were getting the correct treatment and support to ensure good skin integrity. The care home was doing well to ensure that residents skin was kept in good condition.

Management of falls-, We saw that care plans and assessments clearly identified risks and measures that required to be in place to ensure residents safety. Management had an overview of falls within the care home which helped them to identify any patterns, and any actions that may be required to reduce the risk of falls further.

Podiatry- The care home had an external podiatrist who visited on a six weekly basis. This made sure that residents had good access to a health professional that would assist in ensuring good foot care.

Dental Care- The care home had access to the community dentist, who responded well to the needs of residents that may require dental care. In addition we observed that all residents had an oral health care plan, that staff used to ensure residents mouthcare was being attended to daily.

We observed that the care home was managing residents prescribed medication properly. By this we mean they had good recording systems in place that made sure that staff were giving residents the right medicines and at the correct frequency in accordance with the GP instructions. Management and the pharmacy also audited medication practice to ensure that this was done correctly.

### 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**

All residents had a detailed health assessment carried out that was linked to their individual care plans. This made sure that residents health was given priority, and demonstrating that staff were providing the correct care, support and treatment required.

Care plans provided very good information that would explain individual residents likes, dislikes and preferences about how they wanted staff to support them. This showed that residents were involved in the planning of their care and that staff were taking into account their choices.

Daily care records added support to residents care plans, because these were able to show what care and support had been provided for residents, and that the care plan was being adhered to.

Residents Care reviews were undertaken on a six monthly basis to discuss the care plan and share information. We did identify that there needs to be more consistency in ensuring that review minutes reflect the views of residents and relatives. This will ensure that the care home has captured all opinions and can be used as part of the quality assurance approach around care planning to ensure they are accurate and working well. We discussed this with management at the feedback session.

## 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

To make sure people continue to get the most out of life and are healthier, asking them about lifestyle preferences, wishes and supporting them to achieve these is important. This could include, but not be limited to:

1. Exploring with people what their wishes and aspirations are, include small everyday things as well as bigger things like visiting the theatre or library regularly;
2. Helping people to consider/access regular additional support over and above that provided by the home to enable them to get out more if they want to. If needed, advocacy or a befriender may help ensure access is appropriately planned and financed;
3. Using a range of health and social care assessments and supports to promote risk enablement, for example, people's ability to take their own medicines with graduated supports available; and
4. Considering making available kettles and snack making facilities, in people's rooms, where appropriate, and following risk enablement processes.

The Health and Social Care Standard's principle of wellbeing state:

- I am asked about my lifestyle preferences and aspirations and I am supported to achieve these.
- I am encouraged and helped to achieve my full potential.
- I am supported to make informed choices, even if this means I might be taking personal risks.

The standards also say:

I am supported to participate fully as a citizen in my local community in the way that I want. HSCS 1.10

I am confident that people are encouraged to be innovative in the way they support and care for me. HSCS 4.25

I can use an appropriate mix of private and communal areas, including accessible outdoor space, because the premises have been designed or adapted for high quality care and support. HSCS 5.1

I experience care and support free from isolation because the location and type of premises enable me to be an active member of the local community if this is appropriate. HSCS 5.9

**This area for improvement was made on 25 March 2019.**

#### Action taken since then

We are satisfied that the care home has taken areas of improvement into account, and assessed where appropriate. This is therefore met.

#### Previous area for improvement 2

To make sure people's planned care reflects things that are important to them they should be involved and central to planning care and support. The person should feel like they own the plan and decide who else can access it. This might include making access via a personal computer/tablet possible as well as paper copies. The plans should focus on needs and wishes and be concise and easy to read. The plans should include, but not be limited to supporting people to:

- A) maintain hobbies or develop new ones which may involve positive risk taking;

B) be as independent as possible which will involve risk enablement; and  
 C) highlight what is important to them and understand care processes that staff feel must be included in their plan.

The Health and Social Care Standards states:

I am supported to participate fully as a citizen in my local community in the way that I want. HSCS 1.10

I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change. HSCS 1.12

My future care and support needs are anticipated as part of my assessment. HSCS 1.14

My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices. HSCS 1.15

I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate assessments and referrals made. HSCS 3.22

**This area for improvement was made on 25 March 2019.**

#### Action taken since then

We are satisfied that the care home has taken the areas of improvement into account when planning the service on an ongoing basis. This has been met.

## 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	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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