

# Ferrylee Care Home Service

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Edinburgh  
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**Type of inspection:**  
Unannounced

**Completed on:**  
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**Service provided by:**  
City of Edinburgh Council

**Service provider number:**  
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## About the service

Ferrylee is a care home service which is registered to provide accommodation, care and support for up to 43 older people. Seventeen people were living in the home at time of inspection. Within that number, the registration allows the service to offer short term care, to a maximum of 16 older people.

The service is owned and operated by City of Edinburgh Council.

Ferrylee is situated close to the shops and other facilities in Leith. Accommodation is provided in single rooms, organised into six small units. Each unit has shared toilet and bathroom facilities, a dining area and lounge.

Accommodation is arranged over two floors, with facilities for short stay clients on the upper floor. Access to this floor is via stairs or a passenger lift. There is a large central lounge at the entrance to the home. This is used for group activities and social events when permitted.

The service benefits from an accessible garden with patio and seating, and polytunnels with raised beds which the residents can use for gardening.

Some off-road parking is available at the front of the home.

Ferrylee describe the aims of the service as to:

- "help our residents to make informed choices
- enable our residents to be socially included
- help our residents to live safely
- provide good quality care and customer service".

## What people told us

We spoke with six people living at Ferrylee. They all expressed high levels of satisfaction with the care and support they received. They told us they got on well with their staff team and who knew their needs well.

Comments included:

'It's a fine place, they always have time for me'.

'I like it here, your well looked after'.

'I love it here'.

'Lovely staff, caring people'.

Telephone contact was made with six relatives. They also were very satisfied with how their relative was cared for.

They felt supported to keep in contact with their family member during the pandemic regularly and found staff to be kind, helpful and friendly.

Comments included:

'During the summer had weekly garden visits with a gazebo to keep dry and well organised, also very discreet staying out of the way to allow private conversations'.

'Staff are skilled in supporting Mum'.

'Environment, it's an old building but always clean. Cleanliness is of a high standard'.

'The care home environment always looks clean enough, smells fresh, smells nice. Decoration is good. The cleaning staff very proficient'.

'Absolutely kept up to date. Can't fault the care received'.

'Staff are all very friendly. Always a good number of staff around, always made welcome'.

'Very happy with Ferrylee, no problems'.

### 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 good is our care and support during the COVID-19 pandemic?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

### How good is our care and support during the COVID-19 pandemic? 4 - Good

#### 7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic

Our focus in this inspection was to establish if people's health and wellbeing benefited from their care and support in relation to COVID-19. We also wanted to ensure that people experienced high quality care and support that was right for them.

People were treated with dignity and respect. Warm and caring interactions were seen between staff and residents. Residents we spoke with told us that they were very happy with their care.

Comments included:

'This is a lovely place to live, the people are very kind'.

'Smashing'.

'I like it here, clean, warm, friendly and good food'.

People acknowledged that their lives had changed since the start of the pandemic, and that they had missed their family and friends, but they were comfortable and well looked after within the home. They were encouraged to maintain contact with their relatives and friends using video calling and phone calls. When permitted garden and indoor visits had taken place. This helped people to feel less isolated.

Family members and friends knew about the visiting arrangements because these had been clearly communicated to everyone and any changes updated as needed. Essential visits for people receiving end of life care had been supported. Monthly newsletters to families contained up to date information about government guidance relating to the pandemic and events in the home.

People's healthcare needs had been maintained during the pandemic. The home had continued to make referrals to other health professionals, and this had benefited people's health.

This included input to support people with both non-COVID and COVID related issues. It was also clear that staff were considering possible COVID related symptoms that people presented with and were discussing these with the relevant people.

The personal plans contained very good information to enable staff to meet people's health and care needs. COVID-19 specific care plans and risk assessments had been developed. Staff were very knowledgeable about people's needs, preferences and interests.

## **7.2 Infection control practices support a safe environment for both people experiencing care and staff**

The performance of the service in relation to infection control practices to support a safe and clean environment was evaluated as good.

The service had good supplies of Personal Protective Equipment (PPE) and staff knew how to access it. Personal Protective Equipment stations were readily available through the home. Personal Protective Equipment included the wearing of masks by staff and visitors in all parts of the home. Staff and visiting professionals wore masks appropriately. This helped reduce the risk of transmission of air borne infections.

Staff performed hand hygiene at the key points of providing care and when entering or exiting different areas of the home. They performed hand hygiene before and after providing care to individuals, before tasks such as serving meals and after touching frequently touched surfaces.

There was a good supply of cleaning equipment, products and solutions (including chlorine releasing agents) which were suitable for a range of cleaning purposes. However, chlorine releasing agents were not always used according to guidelines. The management team agreed to address this immediately.

The level of cleanliness in the home was good. The bedrooms, toilets and communal areas were found to be clean and tidy. The environment was well maintained. People commented that they were happy with the environment and comfortable living there.

The majority of equipment used to care for people was seen to be clean and free from dirt or contamination. However, a few items had not been fully cleaned following use. These were cleaned as soon as brought to the attention of staff.

The laundry was clean and well organised. Waste including clinical waste was managed appropriately.

Government guidelines and processes provide regular testing for staff. Staff are tested according to guidelines and are aware of the testing procedures.

### **7.3 Staffing arrangements are responsive to the changing needs of people experiencing care**

Staff were trained, knowledgeable and kept updated about guidance in relation to COVID-19. They had accessed a range of infection prevention and control training and were able to describe how to keep themselves and people who use the service safe. Training was appropriate and effectively being put into practice. This helped to keep people safe.

Individual support for people was possible due to good staffing levels, this helped to reduce feelings of isolation and helped people maintain their interests.

Staff felt safe at work and they were able to explain when and what PPE they should be wearing.

There were very good support networks in place for staff. These included access to advice and support from the organisation and counselling services. Support and wellbeing checks undertaken by senior staff, and staff spoke of strong peer support. Staff felt well supported by the management team and said they looked out for each other.

## **Complaints**

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

## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	5 - Very Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	4 - Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	5 - Very Good

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