

Cairdean House Care Home Service

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Unannounced

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Care UK Limited

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About the service

Cairdean House is a purpose-built care home for older people and was registered with the Care Inspectorate in April 2013. It is registered for 90 places and has nurses and carers who support and care for people.

The service is provided by Care UK Limited who have other care homes across Scotland and the UK. Cairdean House is at the top of Redford Road in the Colinton area of Edinburgh with easy access to Edinburgh City bypass. It is set within well maintained gardens with an outlook from the rear to open woodland.

The home is over three floors and is divided into nine smaller living units. Each unit has a communal lounge, dining area, kitchen facilities and en suite bedrooms for up to ten people. There are outside secure terrace areas on the first and second floors. Additional amenities include a café, a cinema, a library, a smaller sitting room and a hairdressing salon.

Cairdean House states on its website:

"Our skilled and experienced team will get to know your loved one before creating care and lifestyle plans that are tailored to their unique needs and interests. We will support your loved one to keep active and independent, helping with routine tasks around the home or taking part in the group and one-to-one activities our lifestyle team organises each day".

What people told us

At the time of the inspection there were 74 people experiencing care in Cairdean House. We spoke with ten people about their experience. Their comments included:

"the beds are lovely and warm and comfy",

"the whole place is spotless",

"food is good, they've got everything I want" and

"they're as helpful as they possibly can be - no complaints".

We spoke with eight family representatives and three stakeholders from health and community based services who are involved in the support of the people using Cairdean House. People told us:

"I have nothing but praise for Cairdean. I'm extremely happy with the support the family have had and how mum has settled",

"we are very grateful for the love and care that mum is getting",

"on the whole I think they are doing their best and I can't really complain about anything in particular. I'm glad I got (my relative) in there",

"I'm very happy with the care (my relative) receives" and

"I'm very happy with the place. They have been very helpful and friendly".

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

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

KQ 1.1 People experience compassion, dignity and respect

A focus area of this inspection was to evaluate how people's wellbeing was supported. We looked at care and support to ensure that people experienced compassion, dignity and respect. We found the service to be

operating at a good level with strengths outweighing any areas where improvements could be made.

Staff interactions with people experiencing care were warm and supportive. People had good relationships with staff who supported and cared for them. Staff spoke positively about their role in improving people's lives and were respectful when communicating with them. People moved freely around the home and made use of communal areas which were clean and welcoming.

People were supported with compassion and understanding. Staff interacted with people positively when supporting them with daily living activities. People came together to eat in a group setting and told us they enjoyed the social aspect of dining together. We suggested that improvements could be made by increasing choices of food and drinks available for people when dining.

Personal plans were up to date and noted people's choices and preferences, however these were not always written in a personalised way. The service informed us work was underway to make improvements in this area. We saw good examples of staff taking account of people's preferences when supporting them. Assessments in personal plans were regularly reviewed and systems were in place to ensure reviews took place regularly. Audits of personal plans were carried out by management, ensuring people's care was regularly reviewed and improved.

Staff interactions with each other were also warm and supportive, creating a positive atmosphere which enhanced wellbeing for people experiencing care. Relatives told us they too were treated with compassion, dignity and respect. One relative we spoke to commented:

"it feels very homely and I'm always made to feel very welcome as a visitor. They have a great calibre of staff".

Another relative told us they felt the service worked hard to promote treating people with dignity and respect and paying individual attention to people's preferences. They commented:

"(my relative) is very particular with how she likes her tea and everyone seems to know now which I think is an indication of the standard of care and attention she is getting".

KQ 1.2 People get the most out of life

We assessed this key question by looking at how the service managed visiting from friends and relatives and the provision of meaningful activities. We found the service to be operating at a very good level for this quality indicator with major strengths which helped promote positive outcomes for people.

People experiencing care had very good opportunities to connect with friends and family due to an unrestrictive visiting policy. Visits took place in people's rooms with no requirement to book ahead and no limits on the frequency or length of visits. The visitor testing system in place to support people to visit safely through the Covid-19 pandemic was working well and relatives told us they felt assured by these measures.

Relatives and people experiencing care told us how delighted they were that visiting had returned following restrictions that had been in place due to the pandemic. Relatives confirmed that when restrictions had been in place, the service had done everything they could to ensure people remained in contact with their loved ones by other means such as making use of technology. Visiting relatives were treated with great sensitivity and care by staff and we saw warm and respectful interactions take place.

It is important for people's wellbeing that they have opportunities to take part in meaningful activities. We saw enthusiastic activity workers supporting people to take part in activities. Care staff demonstrated an understanding of the importance of meaningful activity and worked well with activity staff to facilitate this. Staff provided people with support and encouragement when taking part in activities.

People's hobbies, interests and occupations were recorded in personal plans to enable them to maintain and develop their interests by taking part in activities that mattered to them. Activity workers explained how this information was used to create new activities for people and confirmed that relatives also took part in the process of planning activities. Activities were regularly reviewed by people experiencing care, providing the activity team with information about how successful particular activities had been.

Cairdean had a very good weekly activities schedule available for people to make decisions and choices about how they spend their time. People knew when activities would be taking place and spoke enthusiastically about what they were looking forward to attending. There were many activities scheduled for each day, seven days a week, some on individual floors and others shared across the home. Schedules consisted of a good selection of activities including arts and crafts, games, singing groups, pet therapy and regular physical activities.

The home felt busy and cheerful due to the provision of activities. People had regular stimulation to enhance their wellbeing and promote their involvement in the service.

KQ 1.3 People's health benefits from their care and support

We evaluated how the care and support people received had an impact on their health. We found the service to be operating at a good level with strengths outweighing any areas where improvements could be made. People experiencing care and support in Cairdean experienced positive benefits to their health.

Assessments of people's needs were regularly reviewed. We saw examples of people's care needs changing and follow on actions being taken to help ensure people's needs continued to be met. Relatives confirmed they were involved in the review process and had participated remotely when restrictions due to the Covid-19 pandemic had been in place. Relatives felt assured that people's health was improved as a result of their care and support.

We encountered two occasions where people displayed distress due to the volume of the nurse call alarm system. This was pointed out to the manager and rectified. We were informed the system was used to communicate between different areas of the home when people were ready to return to their area of the home from an activity. We advised the use of the call system should be minimised to protect people from being disturbed by the sound.

Personal plans were detailed when health needs were identified with expected outcomes, actions and review dates noted. Systems used helped the service analyse care needs and identify areas for potential improvement. Regular handover meetings and meetings with senior staff across the home took place which encouraged regular conversation about people's health needs.

Personal plans detailed the range of health professionals involved in people's care. Professionals such as dieticians and physiotherapists were regularly welcomed into the service demonstrating a pro-active rather than reactive approach. During the inspection we saw visits from the local podiatry team and the GP for the home who confirmed staff were pro-active when people's health needs changed, ensuring a multi-agency approach to people's wellbeing.

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

4 - Good

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

We evaluated infection control practices in the service as good. We found the service to be operating at a good level with strengths outweighing any areas where improvements could be made.

Cairdean had a welcoming, bright and homely feel. The service had been responsive to the pandemic and made changes to room layout and use to support social distancing. These actions helped to minimise the risk of infection and supported a safe environment for both people experiencing care and staff.

The service had good supplies of Personal Protective Equipment (PPE) which was situated at key points throughout the home. Staff performed hand hygiene at the key points of providing care and when entering or exiting different areas of the service. When we identified that an additional alcohol gel dispenser in one of the communal areas of the home would strengthen practice in this area, this was quickly actioned. We also asked the service to ensure dispensers were regularly topped up with alcohol gel throughout each day.

Posters and guidance throughout the home promoted best practice in infection prevention and control. We requested that some out of date guidance on display was removed. Relatives were confident in staff practice and they described what actions they took when visiting the home to support good infection prevention and control practice.

People should experience an environment which is well looked after with a clean, tidy and well-maintained premises, furnishings and equipment. The standard of cleanliness in the home was good. The bedrooms, en-suite shower rooms and communal areas were found to be clean and tidy. We identified some gaps in the regular cleaning of high touch areas (for example, door handles, handrails and keypads) and asked for this to be improved.

Staff were able to tell us about the procedure for cleaning care equipment. Mattress checks were managed appropriately which reduced risk from infection and helped keep people safe. The laundry area was managed in line with guidance and improvements to clinical waste systems had already been identified by the service.

The domestic team described their cleaning responsibilities and there was a good supply of cleaning products and solutions which were suitable for a range of cleaning purposes.

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

We evaluated staffing arrangements within the Covid-19 pandemic to be good. We found the service to be operating at a good level with strengths outweighing any areas where improvements could be made.

Staff had received infection prevention and control training. An online training programme was in place with a high level of completion. Systems were in place to identify when staff would need to refresh this training. Staff we spoke with were able to identify key learning from their training and how this had impacted on their practice. Key features included the importance of wearing PPE correctly and regular hand washing. Staff use of PPE and the following of approved infection prevention and control practices was good.

Staffing arrangements were assessed as good. We observed that staff had enough time to carry out their

duties in caring for people, however staff confirmed this was not always the case, particularly when working alongside agency staff. We asked the service to ensure agency staff on shift were used to their full potential to enable regular staff to fulfil their duties. Staffing contingency plans were in place which were straightforward and easy to follow.

Testing for Covid-19 was taking place for staff and visitors in line with current guidance. This followed best practice and assisted with the continued protection of people and staff from harm.

Staff received regular supervision and knew where they could access resources for their own wellbeing. Staff confirmed that managers and other seniors were approachable and understanding of the challenges they faced inside and outside of work related to the pandemic. The manager and deputy made themselves available for staff and visiting relatives.

Relatives informed us they recognised the efforts staff had made throughout the pandemic in continuing to provide quality care for their loved ones. One relative commented:

"carers are always happy and cheery. They are really good. Nothing is too much bother. I take my hat off to them".

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 reassure people that they are protected and safe in relation to infection prevention and control, the provider should continue improvements and embed and sustain recent improvements in infection control measures. This should include, but not be limited to:

- a. appropriate personal protective equipment (PPE), including nitrile gloves and hand sanitiser, are available at point of use and stocked at suitably positioned PPE stations;
- b. ensuring that the environment and equipment is clean and fit for use.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state that:

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings, and equipment.' (HSCS 5.22);

'My environment is secure and safe.' (HSCS 5.17);

'I use a service and organisation that are well led and managed.' (HSCS 4.23); and

'I experience high quality care and support because people have the necessary information and resources.' (HSCS 4.27).

This area for improvement was made on 20 November 2020.

Action taken since then

Inspection findings regarding this area for improvement are noted in the main body of this report under section 7.2 'Infection control practices support a safe environment for both people experiencing care and staff'.

We consider this area for improvement to be fully 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 plans should include wishes and only identified assessed needs. The plans should include, but not be limited to supporting people to:

- i) be as independent as possible which will involve risk enablement,

- ii) maintain hobbies and interests which may involve positive risk taking,
- iii) highlight what is important to them and understand what staff feel must be included; and
- iv) feel safe and well supported as well as cared for.

This is consistent with the Health and Social Care Standards that state:

1.15 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.

1.25 I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors.

2.22 I can maintain and develop my interests, activities and what matters to me in the way that I like.

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

This area for improvement was made on 2 May 2019.

Action taken since then

Inspection findings regarding this area for improvement are noted in the main body of this report under sections 1.2 'People get the most out of life' and 1.3 'People's health benefits from their care and support'.

We consider this area for improvement to be fully met.

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

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	4 - Good

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

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