

Grangepark Home Care Home Service

Meethill Road
Peterhead
AB42 2SW

Telephone: 01779 403 746

Type of inspection:
Unannounced

Completed on:
2 May 2022

Service provided by:
Aberdeenshire Council

Service provider number:
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Service no:
CS2003000282

About the service

Grangepark Home provides care and support for up to 34 older people. It is located in the coastal town of Peterhead, Aberdeenshire. The home is close to local amenities such as churches, shops and transport links.

The home is a purpose-built one storey building and set in its own grounds. All bedrooms have en-suite toilet facilities. There are three wings, each has its own sitting and dining rooms. There is an additional large open planned lounge for larger social events.

At the time of our inspection there were 28 people living in the service.

About the inspection

This was an unannounced inspection which took place on 28 April 2022 between 10:00 and 17:30. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 10 people using the service and three of their family
- spoke with members of the staff and management team
- observed practice and daily life
- reviewed documents.

Key messages

- People expressed high levels of satisfaction with the care service.
- The staff team was stable and staff knew people well.
- People had formed meaningful friendships with others in the home.
- There was a focus on supporting people lead active lives and in experiencing positive outcomes.
- The management team supported continual learning and improvement.

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? | 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

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People appeared very well. Staff knew what was important to help people look their best and retain their own sense of style. This resulted in people having pride in their appearance and in them complimenting each other.

People were encouraged to keep active. People who used walking aids to help with mobilisation had these within reach. We observed people walk safely around the home. Regular exercise classes were held to encourage people with movement and muscle strength. Staff were helping people remain well by supporting them to keep active.

Each unit or wing had its own dedicated staff group. This meant that staff got to know the care and support needs of the people in that wing. People told us "staff are lovely, I feel safe and I am well cared for" and "you could not get better carers, they know exactly what I like." The stable staff teams helped with consistency and ensured that people got the care that was right for them.

The dining experience was relaxed and sociable. "I catch up with my friend at lunch and enjoy a blether." Staff supported people to make a choice of meal and also the size of portion. The menu was varied with familiar meals. We felt the meals were appetising.

Care plans were detailed and person centred. This meant there was a focus on what the person could do for them self and how staff could support them to retain these skills. As a result of this enablement approach, people had a sense of worth and achievement.

Input from allied professionals was sought when there was a need. For example if someone was losing weight, the dietician input was requested. This meant that people's treatment plans were updated with their current needs and how best to support those needs.

People told us they enjoyed the variety of activities and social events that occurred in the home. We saw the pleasure people got from the cake decorating. There was a focus on acting on what people wanted to do. "The day goes so quickly" and "its such a highlight when the wee children visit." Some people were supported to continue with hobbies or past times, for example one person continued with learning a foreign language. The staff had created an environment that helped people get the most out of life and pass their time in a way that they wanted. One person told us "it is brilliant here."

Visiting was relaxed and supported to meet the needs of the person. Links with the local community were being re-established, with trips into town. We felt that the support given to help friendships and companionships within the home, helped the home create its own community. This was especially important for people who received few visitors.

The home was clean and free from odours. The furnishings were in a good state of repair. Staff were knowledgeable and practiced very good infection prevention and control practices. This helped reduce the risks of cross contamination.

Guidance in the form of information posters was available however we felt that the volume of this information exceeded the need and that there was duplication. The overuse of information posters could create a clinical feel and detract from the homely feel of the care home. We feel that the information posters should be at the point of where they are needed, for example handwashing guidance should be available at the handwashing sink.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The auditing processes in place helped the service improve the quality of the service it provided.

The regular auditing of care files identified any improvements needed to the content and quality of the information held on people. This helped ensure that care plans and assessments were up to date and reflective of the person's needs.

Medication audits were completed by spot checks of the administration records. This helped identify any medication errors. If an error had occurred, the staff member was supported to identify what went wrong and how to prevent it happening again. This learning culture helped the staff team improve and embed improved practices.

Two people told us that they settled very quickly into the home and were made to feel very welcome. We feel the auditing of their bedroom prior to admission, to ensure it was well decorated, furnished and comfortable, helped with the settling in.

Meetings had restarted in the home and attendees were asked for their input. It was important for the service to hear what people wanted.

The management team were focused on continual improvement. Where development was needed in relation to an aspect of the service or care provision, this was addressed by ensuring that everyone was aware of the need for change and the benefits from it. This helped staff accept and support any changes.

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? | 5 - Very Good |
| 1.3 People's health and wellbeing benefits from their care and support | 5 - Very Good |
| 1.4 People experience meaningful contact that meets their outcomes, needs and wishes | 5 - Very Good |
| 1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure | 5 - Very Good |
| How good is our leadership? | 5 - Very Good |
| 2.2 Quality assurance and improvement is led well | 5 - Very Good |

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