

Cunningham House Care Home Service

Abbotsgrange Road
Grangemouth
FK3 9JS

Telephone: 01324 501 370

Type of inspection:
Unannounced

Completed on:
11 May 2022

Service provided by:
Falkirk Council

Service provider number:
SP2004006884

Service no:
CS2003011522

About the service

Cunningham House care home service is provided by Falkirk Council. The home is situated in the town of Grangemouth within a quiet, residential street close to the town centre and amenities including, a health centre, shops and public transport links.

Cunningham House provides a service for up to 20 people living with dementia. Accommodation is provided in three separate units. All bedrooms are single size with en-suite toilet and wash hand basin facilities. Communal bath and shower rooms are nearby. Each unit has a spacious communal sitting room/ dining room with a kitchen area where snacks and drinks can be prepared.

Additional communal spaces provide space for residents, to spend time with family and friends or enjoy activities and visiting entertainment. A Namaste room is available where residents can relax and enjoy quiet, peaceful space.

The home is surrounded by a large and pleasant enclosed garden.

About the inspection

This was an unannounced inspection which took place on 10 May 2022 from 07:15 to 16:00 and on the 11 May 2020 from 09:00 to 14:30. The inspection was carried out by two inspectors from the Care Inspectorate. An inspection volunteer was involved in the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service being inspected and gathering their views.

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 12 people using the service and 10 of their family members
- Spoke with 21 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals.

Key messages

- The staff team knew residents very well and there was not an over-reliance on agency staff.
- The management team were embracing 'Open with Care' guidance.
- People's health needs were escalated to other health professionals when needed.
- The staff team worked hard to ensure the care home was kept extremely clean.
- People and their representatives were involved in planning their support.

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.

Staff demonstrated the principles of the Health and Social Care Standards in their day-to-day practice, which promoted a culture of respect. There were lots of friendly interactions between staff, residents and visitors. One person told us "Staff are great, if I need a hand then they're there". Whilst a relative said "They feel like family".

People were well supported to maintain contact with their family and friends, as the home were working in line with Scottish Government's 'Open with Care' guidance. One person told us "I pop in throughout the week".

Scottish Government have recently strengthened the Health and Social Care Standards (HSCS) by introducing two new ones (5.16 & 5.17) with an emphasis on helping people living in adult care homes, to remain connected with their families/friends even in times of crisis and the involvement of family/friends in the care and support of their loved ones.

People benefited from regular access to relevant professionals to support their health and wellbeing. Staff had good links with local health professionals and relatives told us that they felt their loved ones' health needs were always met. One person told us "I thank my lucky stars that they are in Cunningham House".

We found that infection prevention and control procedures helped to protect people from infection. The general environment was clean, tidy and free from any offensive odours. Arrangements were in place to ensure that frequently touched surfaces, like handrails and light switches were cleaned at least twice daily. Cleaning schedules were in place to ensure that all areas of the care home were included in the domestic staffs' routine, which ensured that no areas were missed out. People could be assured that staff were very knowledgeable in their job roles. One relative told us that "The home is always spotless".

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.

A new manager had taken up post within the past few months and was well supported by a very experienced staff team. Staff and management demonstrated that they had the skills, capacity and systems in place to identify risks and drive improvement.

People could be assured that there were systems in place to monitor standards of care within Cunningham House. We found that this included audits for key areas, including, nutrition and falls. The benefit of this was that any actions needed were discussed to ensure they were appropriate and whether anything could be done differently to improve outcomes for people.

As a result of the service responding to the pandemic, some aspects of their usual quality assurance had understandably been suspended. However, the management team were now starting to get these back up and running and had a clear action plan in place to achieve this.

Feedback from staff indicated that management were very approachable and supportive and we heard that there was very good team working.

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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