

Morlich House Care Home Service

11 Church Hill
Edinburgh
EH10 4BG

Telephone: 01314 473 239

Type of inspection:
Unannounced

Completed on:
5 July 2022

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Service no:
CS2003010916

About the service

Morlich House is situated in the Morningside area of Edinburgh and is close to shops, local amenities and public transport routes. The home is a registered care home for older people providing 24 hour care for up to 23 residents.

The home is a spacious property and all bedroom accommodation has en-suite facilities. Bedrooms are on the ground and first floor which can be accessed by stairs or a lift. There are bathroom/shower and toilet facilities on both floors. There is a variety of homely communal rooms on the ground floor and small sitting areas on both floors.

A conservatory overlooks parts of a safe, easily accessible and attractive garden. Part of the outside space has been transformed into an easily accessible '1950s street', including a fully functional sweet shop and a fully functional 1950s reminiscence flat that can be used for various activities and family visits. There is parking to the front of the building.

The home is managed by Crossreach which is the Social Care Council of the Church of Scotland. The aims and objectives of the service include: "To ensure all service users are offered an individual tailored service to ensure each individual service user is supported in their diversity."

About the inspection

This was a full inspection which took place on 29 and 30 June 2022. The inspection was carried out by two inspectors 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
- intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with 11 people using the service
- spoke with eight family members
- spoke with eight staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People were treated with dignity, compassion and respect.
- The home was clean, warm and nicely decorated.
- People's health and wellbeing was at the heart of service delivery.
- The staff were well trained with warm, caring personalities.
- Management were approachable and knowledgeable.
- The service worked within a framework of continuous improvement, striving for excellence.

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
How good is our staff team?	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 made an evaluation of very good for this key question. The service had major strengths in supporting positive outcomes for people. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes. The service worked within a culture of continuous improvement to strive for excellence.

Staff knew people well, including their likes/dislikes and preferences. We observed warm, encouraging, positive relationships between people receiving support and their staff. People told us that they were happy living in the home and that staff were really caring, friendly, fun and attentive. We spoke to family members who told us "it's been excellent, I can't fault it, I couldn't ask for a better place" and "it's very friendly and welcoming, it's head and shoulders above the rest". This meant that people were respected and treated with compassion and dignity as an individual.

People's health and wellbeing benefitted from their care and support. We spoke with visiting professionals who told us that staff and management knew people well and made timely and appropriate referrals when further medical support was required. The service used a number of different health monitoring tools relevant to people's needs. Medication administration was well managed and recorded. Support with finances was also well managed and recorded. There was a well organised record of any accidents or incidents that had occurred which were detailed and clear. This meant that any treatment or intervention a person experienced was safe and effective.

People enjoyed positive dining experiences. The cook knew people well and spent time daily with people, offering meal choices. People told us they enjoyed this interaction and personalisation. The dining room was warm and welcoming with nicely set, inviting tables. People were served quickly but encouraged to enjoy their meal at their own pace. Staff were kind and attentive. Whilst the dining experience was very positive, it could be further improved through reviewing staff deployment for those who may be unsettled or need intermittent meal support. The dining experiences people had, meant that their personal preferences were respected and they were able to enjoy unhurried meal times in as relaxed an atmosphere as possible.

The service actively promoted meaningful contact between people and their families/friends. Families told us they received regular updates from the management team throughout the pandemic informing them of any changes to visiting the home. The service used creative solutions to ensure people maintained contact during periods of lockdown. Visitors to the service are still required to test prior to visiting, or supported to test on arrival, however there were no restrictions to visiting times or durations at the time of inspection, which was in line with current guidance. This meant that people could rely on the service to support relatives/friends to see them in person day-to-day and be directly involved in providing their care and support.

People's health and wellbeing benefitted from safe infection prevention and control practices and procedures. We observed staff consistently using appropriate Personal Protective Equipment (PPE). We observed plentiful stocks of PPE and staff told us they had enough to meet their needs. Staff undertook weekly donning and doffing observations with management, to ensure consistent good practice. The home was very clean and nice. Fixtures, fittings and furnishings were well maintained with a rolling programme of upgrades. There were clear systems in place to ensure cleaning was recorded and regularly audited. The service had a resilience plan which detailed steps to take should additional infection prevention and control

practices be required. This meant that people experienced an environment that was well looked after with clean, tidy and well maintained premises, furnishings and equipment.

How good is our leadership?

5 - Very Good

We made an evaluation of very good for this key question. The service had major strengths in supporting positive outcomes for people. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes. The service worked within a culture of continuous improvement to strive for excellence.

People benefitted from good leadership because quality assurance and improvement was led well. The management team regularly undertook numerous quality assurance audits throughout the service. These audits checked that health charts, medication and finance records and many other vital monitoring tools were complete, accurate and fit for purpose. Managers used the audits to spot errors or identify improvements. This was used to guide staff development, whilst ensuring compliance with local policies and procedures, best practice guidance and legislation. Managers used this information to inform their self-evaluation and development plan. The plan considered the Health and Social Care Standards, legislation and best practice across all areas of service provision. The service had identified areas of strength and areas for improvement, with a corresponding action plan. There was evidence that some identified areas for improvement had already been progressed. This meant that people benefitted from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

People's views were sought through regular residents meetings to ensure people had the opportunity to guide the development of the service. Staff views were sought through team meetings and staff surveys. Daily staff handovers ensured good communication and provided a conduit for consistent care and support. Keyworkers also held regular meetings to ensure people's support was right for them based on up-to-date information. This meant that people experienced high quality care and support because staff and management had the necessary information and resources.

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. The service had major strengths in supporting positive outcomes for people. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes. The service worked within a culture of continuous improvement to strive for excellence.

Staff had the right knowledge, competence and development to care for and support people. Staff performance and development was well managed through regular staff supervision and team meetings. All staff told us that management were approachable and were actively encouraged to raise any questions or ideas. Communication was effective and detailed handovers between staff and management occurred daily. This meant that people experienced stability in their care and support from people who knew their needs, choices and wishes.

Staff had access to a wide variety of training opportunities. Staff spoke highly of the training on offer and the induction process for new staff. We saw the records of training staff have completed and there was a high level of compliance with mandatory courses and relevant refresher cycles. Where staff had identified further training needs or areas of interest, this was encouraged by management and accommodated. This meant that people could have confidence that staff were well trained.

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
1.1 People experience compassion, dignity and respect	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

How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good

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