

## Glenbervie Care Home Care Home Service

Glenbervie Business Park  
Bellsdyke Road  
Larbert  
FK5 4RB

Telephone: 01324 281 010

**Type of inspection:**  
Unannounced

**Completed on:**  
27 September 2022

**Service provided by:**  
Glenbervie Care Limited

**Service provider number:**  
SP2016012646

**Service no:**  
CS2016344000

## About the service

Glenbervie Care Home is a care home offering accommodation for older people and adults with complex care needs.

Glenbervie Care Home is situated in the town of Larbert within a business park. The extensive grounds surrounding the care home have been developed and there is a large and well developed garden.

The care home offers accommodation over two floors with two units on each floor; Glenalmond and Glencoe on the ground floor and Gleneagles and Glenrosa on the first floor. Glenalmond and Glencoe provide accommodation for adults with complex care needs, with Gleneagles and Glenrosa providing accommodation for older adults with dementia, frailty and care and support needs.

Each unit has en-suite shower rooms, lounge and dining area, quiet rooms, bathrooms and toilets. There is a large multi-purpose room and training room on the first floor and a café area and pub on the ground floor.

## About the inspection

This was an unannounced inspection which took place on 26 September 2022 from 07:30 until 18:45 and on the 27 September from 09:00 until 14:15. 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 and intelligence gathered since the last inspection. In making our evaluations of the service we:

- Spoke with 20 people using the service and seven of their family.
- Spoke with staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Obtained feedback from visiting professionals.

## Key messages

- The staff team knew residents very well.
- 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.
- Opportunities to spend time out of the care home was very good.

## 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?	4 - Good
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	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 warm and friendly interactions between staff and residents and staff knew people extremely well. One person told us "I'm happy here, staff are so friendly and chatty". Whilst a relative said "Staff are all so kind and caring".

People benefitted from there being a dedicated activity team who had arranged many events out with the care home. These had included, wheelchair ice skating, shopping and boat trips. Some of these were based on a specific 'wish' from a resident. There was a weekly activity programme which included both group activities and one-to-one time.

We received nice feedback about the quality and choice of meals and people who needed a specialist diet were catered for. We observed mealtimes to be relaxed and staff offered support to those who needed this. There were opportunities for people to have a meal with their friends and family either in the in house café or pub.

People were very 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 at different times most days".

People benefitted 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 relative told us "My relative has blossomed since coming here", whilst another said "My relative always looks well presented".

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. One bedroom needed alternative flooring due to continence issues and we were assured that this was already arranged. 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. One person told us "I've never any concerns about the cleanliness when I visit".

## How good is our leadership?

## 4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People could be assured that there were systems in place to monitor standards of care within the service. We found that this included audits for key areas including, medication management, nutrition and skin integrity. However, action plans were not consistently devised to address any shortfalls to make the audits meaningful.

As a result of the service responding to the pandemic, some aspects of their usual quality assurance had

understandably fallen a bit behind. Nonetheless, the management team were well on their way to getting these back up and running and had plans in place to do this.

People could be assured that management had a system in place to record and monitor accident and incidents, which included falls. These were audited on a monthly basis to look at any trends. Any accidents and/or incidents that should be reported to ourselves had been completed.

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

## How good is our staff team?

**5 - Very Good**

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

People could be assured that staff had been recruited in a manner that followed best practice guidance. However, management must be satisfied that there are always two appropriate and relevant references in place.

Management ensured that new staff were well supported when they started at the care home and had an induction and training programme to provide new staff with the relevant knowledge and skills to carry out their job role.

People living in the care home and staff benefitted from a warm atmosphere because staff were motivated and there was good team working.

We spoke with some newer staff who told us that they had been made to feel welcome and felt competent in their new roles.

Management reviewed the dependency levels of people regularly to ensure that staffing levels were appropriate. On occasions these were not adhered to due to last minute absence, however, remained safe.

We found that staffing levels allowed staff to spend time not only supporting people with their care needs, but spending some time socially with them. Staff were confident in building positive interactions and relationships.

## How good is our setting?

**5 - Very Good**

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

People benefitted from a comfortable, warm and homely environment, where residents were able to sit and chat to each other. They were able to move around each unit as they wished and choose where to spend their day.

We spoke with residents who explained that they were able to personalise their bedrooms with photographs and ornaments, to make them their own space and we observed this to be the case as bedrooms were individual to each person.

People could be assured that there were planned arrangements for regular monitoring and maintenance of the premises and of the wide range of specialist equipment that was in use.

There were several areas for people to spend time out with their units including an in-house café, pub and activity room. This gave them opportunities to spend quality time away from their units as the areas were very well designed.

People benefitted from having access to a large, well kept garden and accessible garden.

## How well is our care and support planned?

**5 - Very Good**

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

People could be assured that they had a personal plan in place that included relevant risk assessments. These were then used to inform the care plans. There was very good detail to guide staff around how best to care and support for each person. This meant that people benefitted from care plans that were kept up to date.

We found that there was very good record keeping around wound management which meant that the progress of wounds was easily monitored across shifts.

Relatives we spoke with all told us that communication about their loved one was very good. One person told us "I'm contacted if there are any GP visits or similar".

## 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

The manager should ensure that care plans are up to date and accurate, that all needs are identified, including medication delivery and interventions. Ensuring that monitoring charts are being used to inform the evaluation of care and that personal plans are reviewed and evaluated regularly, to identify what is working and what needs to change.

This is to ensure care and support is consistent with Health and Social Care Standards, which state: 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.' (1.23).

**This area for improvement was made on 16 February 2022.**

#### Action taken since then

Please see information under key question 5.

This area for improvement had been met.

### Previous area for improvement 2

The manager should ensure that all staff supporting people experiencing care are trained suitably to their position and are aware of how best to support people living in the service with their health conditions. That staff are confident in monitoring people's needs as instructed by nursing staff, reporting and recording any effects.

This is to ensure care and support is consistent with Health and Social Care Standards, which state: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes'. (3.14).

**This area for improvement was made on 2 February 2022.**

### Action taken since then

Please see information under key questions 1 and 5.

This area for improvement had been met.

## 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 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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good



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