

Belleville Lodge Nursing Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
2 November 2022

Service provided by:
Mansfield Care Ltd

Service provider number:
SP2005007720

Service no:
CS2008169339

About the service

The service is a care home located in Edinburgh. It provides care and support for up to 22 older people in single rooms or a maximum of 29 people if shared rooms are used. There were 19 people experiencing care with the service during the inspection. The service was registered with the Care Inspectorate on 12 March 2008 and is managed by Mansfield Care Limited. It consists of three floors, with a large lounge and dining room on the ground floor. The service was building a garden café room at the time of inspection. The service has a large, well-tended enclosed garden also.

About the inspection

This was an unannounced inspection which took place on 26 and 28 October 2022. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

We evaluated how well people's health and wellbeing was supported, the infection protection and control practices, as well as quality of management and people's personal plans.

To inform our evaluation we:

- spoke with 10 people using the service and gained comments from 11 relatives through our questionnaires.
- spoke with management and nine staff
- observed daily life at the service
- observed how well care staff supported people
- assessed the cleanliness of the environment
- reviewed documents and electronic records.

Key messages

- Staff interacted warmly and respectfully with people.
- Staff followed infection, protection and control guidance well.
- There was a suitable choice of activities.
- Decent quality meals and snacks were available for people and mealtimes were well staffed.
- The environment was very clean and tidy and in good condition.
- Staff were well trained and supported.
- Managers were competent and approachable.
- People's personal plans were thorough and up to date.

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 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 evaluated the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

Staff interacted warmly and respectfully with people and knew their history, routines and preferences. Staff would assist people who were anxious in a caring and calming way. People experiencing care told us "It's fine staying here, I've got everything I need" and "staff are around for me. I have a lovely bedroom. I am quite happy with the place." People were free to move around the service and make use of communal areas which were clean and tidy. When assisting people to move about, staff interacted supportively and with encouragement. Relatives said "staff give her one to one loving care" and "staff are very kind and I feel work hard to communicate with mum and understand her preferences and needs." This meant people could build trusting relationships at the service.

The service had a team of activities coordinators and they interacted with encouragement during the group activities. The activities coordinators also spent one-to-one time with people to chat or undertake an activity, this is especially important for people who spend a lot of time in their rooms, have advanced dementia or receive few visitors. There was a selection of activities including physical exercises, visiting entertainers and outings. People's comments included "someone comes in and plays music and we play games like throw a balloon to each other" and "activities help such as exercises, I do get out for a wee walk with carers." To improve further, it would be useful to have daily exercise-based activities and more outings. People's hobbies and interests were recorded in personal plans to enable to maintain what is important to them. A relative said "the activities co-ordinator is excellent at his job and very patient and caring with the residents. He has also been a great help to me when I could not visit the home and he facilitated skype calls with my mother". These opportunities to take part in meaningful activities support people to be involved and valued.

Mealtimes were well staffed, and people were not kept waiting for their meals or being rushed. Support with eating and drinking was undertaken in a dignified way. Good quality meals and snacks were available for people. Examples of comments are "the food is excellent, I'll eat anything" and "food is very good, always get a choice, good and attentive mealtimes." People's likes and dislikes for food and drink were recorded. Personalised plans for food and drink fortification were in place for people on fortified diets as they need to put on weight. This will help staff to support people in a more individualised way and enjoy their mealtime experience.

Medication administration was well organised with regular audits by management. This ensured that people experienced safe and effective medication.

Health issues of people experiencing care were being well monitored and actions taken. This supported the service to effectively respond to signs of deterioration in people's health. Relative's comments included "my mother's health is always a priority for the staff and this is our greatest concern. It could not be handled better" and there is an "immediate update on any incidents/major changes in their condition".

Visits to the service did not require booking beforehand allowing friends and family to visit unplanned if they wished. Relatives' comments included "the staff are always welcoming and kind when we visit" and "staff always flexible about where to see mum (in her room, in the dayroom or the garden)." Visits took place in people's rooms, communal areas and outside with no limits on the length or frequency of visiting. This ensured that people's rights were protected in the service's approach to visiting.

People's bedrooms and communal areas were very clean and tidy, though retained a welcoming and comfortable setting. The cleaning products and solutions were suitable for a range of cleaning purposes during the Covid-19 pandemic. Cleaning was well organised and frequently touched areas (for example, door handles and light switches) were being cleaned regularly. Communal equipment, such as stand-aids and full-body hoists needed to be recorded as cleaned after each use. A relative informed us "the home is bright and airy, spotlessly clean and has a nice ambiance."

The service had a well-managed process for laundry collection to support good infection, prevention and control practice and their laundry room was clean and tidy.

Staff were seen to wear, use and dispose of personal protective equipment such as gloves and aprons in line with guidance. People and staff had ready access to alcohol-based hand rub. Staff had received Covid-19 and infection, prevention and control training. This ensured people are protected as staff take all necessary precautions to prevent infection.

How good is our leadership?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the leadership and quality assurance.

Various quality checks were taking place, such as personal plans, medication administration and the environment. These were thorough and regularly undertaken with actions on improvements needed. Daily meetings took place to make sure actions were progressed.

The service gained feedback from relatives and people experiencing care through regular meetings and satisfaction surveys. A relative told us "the regular relative meetings are appreciated and I am kept fully informed of my mother's care."

Staff recruitment and induction processes were thorough. Training was of good quality with a high level of completion. Staffing arrangements worked well; staff had time to provide care and support with compassion and engaged in meaningful conversations with people.

This ensured the service was well led and managed with a culture of continuous improvement for people experiencing care.

How well is our care and support planned?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with personal planning.

People's personal plans detailed each area of care, for example, mobility, and set out any needs for support. There was a very good level of personalised detail seen for assisting with mobility and supporting people effectively with stress and distressed behaviours. Personal plan updates were recorded regularly and promptly as were any changes in actions needed. People's choices and preferences were recorded, however, there needs to be more focus regarding people's life history. Personal plans were regularly reviewed with people experiencing care and their relatives. This ensured that personal plans remained right for people as their needs change.

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
1.2 People get the most out of life	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 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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