

Caledonian Court Care Home Care Home Service

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Larbert
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Telephone: 01324 556 322

Type of inspection:
Unannounced

Completed on:
31 May 2023

Service provided by:
Care UK Limited

Service provider number:
SP2003002341

Service no:
CS2011300795

About the service

Caledonian Court Care Home is a purpose built care home for up to 72 older people. The service is provided by Care UK.

The service was registered with the Care Inspectorate on 31 October 2011.

The home is in a residential area of Larbert and close to a number of local amenities, including a train station, which is on the main Glasgow Edinburgh line.

The care home is on two floors with lift access to the first floor. The home is split into five units, one of which was currently not being used.

Each unit has its own pleasantly furnished lounge, dining room and kitchen. There are enclosed garden and patio areas for people to use. There is also a cinema room.

About the inspection

This was an unannounced inspection which took place on 29, 30 and 31 May 2023. 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 spoke to families of people using the service to gather 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 20 people using the service and six of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- obtained feedback from visiting professionals.

Key messages

- Staff treated people with compassion, dignity and respect
- People living in the care home and their families were very happy with the care and support
- Activity staff ensured that there was a varied activity programme
- People's health needs were escalated to other health professionals when needed
- Each person had an up to date personal plan.

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 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. This created a warm and nurturing environment for people. One person told us, "The staff are lovely and have a good temperament", whilst another said, "They treat me well here and I have no qualms about the staff". A relative told us, "I'm extremely happy with the care, the staff are very special".

People were enabled to get the most out of life and engage with the local community through bus trips, church visits and links with the local nursery. There were two activity staff who also arranged a weekly activity programme, an in-house choir and other groups for people to join in with. A few residents were involved in running some activities. One person told us, "I was asked what I wanted to do and I said cards and now I'm roped into taking a cards group, but I'm happy to help", another told us, "I do the music group, I used to be a music teacher and just love music". One person about various activities and then said, "actually when I think about, there's really a lot goes on here".

We observed plenty of snacks and drinks to be available throughout the day, including to those who preferred to be in their bedrooms. Meals were nicely presented and mealtimes were unhurried with menus available for people to choose from and tables nicely set. We asked the service to review the menu options and the alternative choices to meals along with snack options overnight in response to feedback from staff and residents.

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 resident told us, "They look after me". A relative told us, "We are absolutely delighted with their care. I felt totally involved right from the start", whilst another said, "They keep me up to date and informed".

How good is our leadership?

5 - Very Good

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

We heard that the manager was very approachable and listened to any ideas or concerns. Everyone spoke very highly of them. This style of management empowered others and promoted responsibility and accountability among the staff.

All the staff we spoke to across both days and nights told us about the very good team working within the care home. This meant that residents benefited from a staff team that worked hard to ensure they received the right care and support to meet their outcomes.

People could be assured that there were systems in place to audit standards of care within the care home. We found that this included audits for key areas including medication management, nutrition and falls.

There was a dynamic service improvement plan in place which identified planned actions to drive improvement.

How well is our care and support planned?

5 - Very Good

We found significant strengths in how care and support was planned 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 good detail to guide staff around how best to care and support for each person.

Supporting documents that were used to monitor specific health concerns and/or conditions were well completed and senior staff had an oversight of these to make them meaningful.

People and their representatives were involved in care planning, including the ongoing reviewing of these to ensure that they set out their needs, wishes and choices.

Complaints

Please see Care Inspectorate website (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
1.1 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

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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