

Glenbervie Care Home Care Home Service

Glenbervie Business Park
Bellsdyke Road
Larbert
FK5 4RB

Telephone: 01324 281 010

Type of inspection:
Unannounced

Completed on:
18 October 2023

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. Gleneagles provides accommodation for older adults with dementia, frailty and care and support needs whilst Glenrosa provides care for both older people and for adults with complex care 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 17 October 2023 between 09:00 and 17:45 and 18 October between 09:00 and 17:00. The inspection was carried out by two inspectors from the Care Inspectorate and an Inspection Volunteer. 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 and their families and 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:

- Spent time with people using the service and obtained feedback from 11 of their family members
- 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
- Improvement was required around the safe recruitment of new staff

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?	3 - Adequate

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, "It's good here, everyone is really nice", whilst another said, "Staff are fabulous". A relative told us, "All the staff are nice, friendly and approachable".

People were enabled to get the most out of life and engage with the local community through regular visits to the local pub, barge trips and with intergenerational work with the local nursery. They had recently re-started taking people to hydrotherapy after the summer break. A few people had been supported to attend 'Trnsmt' music festival in Glasgow. There were four activity staff who arranged a weekly activity programme for people across the four units. The activity team showed great enthusiasm for encouraging people to join in, whilst respecting that others may prefer one-to-one time with them. The nursing and care staff demonstrated an understanding of how their roles also supported this aspect of peoples' lives. One person told us, "I love when the kids come in and they are so well behaved", another told us, "I have been to the pictures a few times in the minibus and I enjoy that". A relative said "they are great at organising events for my relative".

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. We received varying feedback about the menu options, however, everyone said that if they didn't like that days menu choices, then something else would be made for them. One person told us "The food is sometimes good but sometimes could be better. I sometimes just want something simple like cheese on toast or a roll on banana, and they make this for me", whilst another said "I like the food and they make me something else if I fancy it".

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, "It's hard not being home, but there's nothing that I can think of that could be better here". A relative told us, "They take good care of my relative", whilst another said, "They have great patience and are very caring".

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.

We heard that the management were 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 told us about the very good team working within the care home. This meant that people using the service 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 nutrition, skin integrity and falls.

Whilst there was a range of quality assurance systems in place, it was not always clear to see what actions these generated to make them meaningful and allow the service to prioritise and drive improvements.

How good is our staff team?**3 - Adequate**

We found aspects that required improvement as they presented a risk to people, therefore we evaluated this key question as adequate where strengths only just outweighed weaknesses.

We spoke to newer staff who explained about having had a thorough induction when they first started. The service employs an in-house trainer who ensures that the induction enables staff to support the needs and outcomes of people in the service.

The induction process included a range of learning styles, including, the opportunity for face-to-face discussion and shadowing of more experienced staff.

Improvement was needed by those for whom recruitment is part of their job role. There was insufficient attention to ensuring safer recruitment had taken place, which put people at risk. Key elements of the process were not consistently being followed to ensure that references were sought prior to staff commencing or checking that references came from a previous employer. The process was not well documented and changes were required to ensure that people could be confident that best practice guidance was being followed at all times (see requirement 1).

Care staff are required to register with the Scottish Social Services Council (SSSC) within six months of taking up post, while employers have a legal responsibility to make sure that all of their staff are appropriately registered. Two staff in the service had not registered with the SSSC within this time which put people at risk (see requirement 1).

Requirements

1. By 29 February 2024, the provider must ensure that people who use the service can be confident that all staff have been appropriately and safely recruited and are fit to be employed.

To do this the provider must, as a minimum, ensure that:

- a) they use thorough recruitment processes to make sure that only suitable people with appropriate attitudes and values, and the potential to gain the necessary knowledge and skills, enter the workforce.
- b) they ask for and provide accurate and appropriate references to share information relating to a person's suitability to work in social services.
- c) where the role requires it, they obtain registration with the Scottish Social Services Council within six months of commencing employment.

This is to comply with Regulation 9 (Fitness of employees) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24) and with the Care Inspectorate/Scottish Social Services Council best practice guidance 'Safer Recruitment Through Better Recruitment' September 2023.

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

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

How good is our staff team?	3 - Adequate
3.1 Staff have been recruited well	3 - Adequate

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