

# Clovenstone House Care Home Service

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Edinburgh  
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Telephone: 01314 422 312

**Type of inspection:**  
Unannounced

**Completed on:**  
18 October 2023

**Service provided by:**  
City of Edinburgh Council

**Service provider number:**  
SP2003002576

**Service no:**  
CS2003010934

## About the service

Clovenstone House is owned and managed by the City of Edinburgh Council. It is registered to provide residential accommodation and support for 35 older people. There were 25 people living in the home during the inspection. The home sits within a residential area in the south west of Edinburgh, local amenities and bus routes are close by.

The home is set out over five ground floor units one unit is currently closed. Each unit can accommodate up to seven people. The units each have dining and lounge area as well as small pantries which people and families/visitors can use to make drinks. There are assisted toilets and bathrooms in each unit, with bedrooms having a wash hand basin.

A large open forum connects the units, laundry and kitchen. The manager and staff access the upper floor where there are office and staff facilities. Enclosed gardens are accessible from the forum as well as open areas to the front with seating give people access to outdoor spaces.

## About the inspection

This was an unannounced which took place on the 9th and 10th October 2023. The inspection was carried out by one inspector 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 twelve people using the service and five family members
- Spoke with twelve staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with three visiting professionals

## Key messages

- We observed warm, respectful interactions with people.
- People were connected with family and friends and the wider community.
- People enjoyed a variety of activities
- People's health and wellbeing was well supported.

## 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

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

The home demonstrated major strengths in supporting outcomes for people with few areas for improvement. We evaluated this service as very good.

We observed people living in the home having warm, kind and caring support and interactions from staff they knew. People were comfortable in each others company in the central forum area. Each unit had a homely atmosphere where people had their own bedroom with items personal to them. One person said 'I like my room, its a comfy bed .I have my pictures and paintings.

People had a person centred plan that covered their health, wellbeing and preferences. Risk assessments were in place for those who required them. Evaluations of people's plans were regular. People and their families were involved in six month reviews. This meant people were supported with care that was right for them.

People were supported by a range of visiting health professionals who told us that staff were responsive, followed advice provided and communicated well with them about health issues. These approaches helped keep people well and ensured their health needs were being met.

Medications were managed effectively with safe systems in place for storage, administration and recording. Regular audits were undertaken and staff received regular training. This ensured people were supported well with their medication to maintain their wellbeing.

People came together for meals in the unit dining areas. Tables were set and a range of alternatives were available. A relaxed atmosphere saw people chatting to staff or quietly enjoying their meal. People's feedback was gathered regularly, some saying 'I enjoy it, like the rice'. For those people who required mealtime support this was conducted in a dignified way. Throughout the day people had access to snacks and drinks including home made bakes. These measures meant people had a positive mealtime experience where they enjoyed their meal and sat with others if they wished.

We observed people using their mobile phone to maintain connections with family some used other technology for face to face catch ups. The home had open visiting for family and friends. Activities were being supported by the staff team each day whilst the home recruited a new activity coordinator. In the central forum area we observed knit and natter, newspaper discussion, the best food from the 'chippy', people enjoyed food from the local chippy as well as enjoying time watching TV together. Local trips out included the local barge trip, shopping and coffee trips.

Plans were in place to create a sensory garden as well as local community support to do a winter tidy of the main garden. Some people said they enjoyed sitting in the garden. Community connections included a monthly church service, therapy dog visits and local nursery and school visits. This variety meant that people could choose activities they wished to take part in that were meaningful to them.

The communal area and units were clean, comfortable and free from unpleasant odours. Equipment was maintained throughout the home, regular checks were in place. The home had robust infection control arrangements in place to promote people's safety and wellbeing. Staff used personal protective equipment (PPE) appropriately and had access to supplies throughout the home.

These measures helped people stay well and minimised the risk of infection and they experienced an environment that was looked after and maintained.

## How good is our leadership?

## 5 - Very Good

We evaluated the performance of the service under this key question as very good. There were major strengths in supporting positive outcomes for people.

The home had a continuous improvement plan in place. Quality assurance was supported by a range of regular audits that involved the staff team. The manager had oversight of all audit activity. External professionals also supported the home with audits in relation to medication management and told us the home was responsive and communication was good. Regular links with other care homes managed by the provider led to continuous learning and development.

The home sought regular feedback from residents, family and staff through surveys and meetings. People also had regular six month reviews of their personal plans. This meant that people were involved in and benefitted from the quality assurance and continuous improvement processes the home had in place to support their health and wellbeing.

Incident, accidents were monitored and actions taken. A complaints procedure and process was in place and where issues had been raised actions in response to these were recorded. The home also collected and posted feedback on compliments in the forum area, residents and families were encouraged to add to these with comments and suggestions.

Family members told us the home kept them updated regularly and communication was good. They were contacted if their family member had any changes to their health or wellbeing. A newsletter was also produced and shared with the residents and relatives. This meant people and their families received information that was right for them.

Staff had regular supervision and annual conversations to support their learning and development. Training was offered in a variety of formats for staff and these sessions linked with other homes managed by the provider. Regular team meetings also took place for all teams in the home. This meant people had confidence their care and support was provided by a staff team that were trained and skilled.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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