

Cluny Lodge Nursing Home Care Home Service

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Edinburgh
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Type of inspection:
Announced (short notice)

Completed on:
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Service provided by:
Elder Homes Limited

Service provider number:
SP2003002448

Service no:
CS2003010623

About the service

Cluny Lodge Nursing Home is a care home registered to provide 24 hour care for up to 72 older people. The Provider of the service is Elder Homes Limited, an independent care service provider.

The home is located in a residential area on the south side of Edinburgh. It is close to the community in Morningside where there are local shops, services and bus routes.

The home has accessible gardens for residents. There is a small car park at the rear of the building and some on-street parking.

Accommodation is set over two floors, Balmoral on the upper floor and Argyll on the ground, with stairs and lifts to the upper floor. There are a number of small sitting rooms and dining areas that residents can choose to sit in.

About the inspection

This was a full Inspection which took place between 25 August 2023 & 30 August 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 ten people using the service and six of their family representatives.

We also spoke with ten staff and management, observed practice and daily life and reviewed a wide range of documents.

Key messages

Equipment and facilities were very well maintained across the home.

Care and support was carried out to an excellent standard. There were excellent outcomes for people around their health and well-being.

People were supported on a person-led basis to get the most from life, accessing a wide range of activities, either in groups or on a one-one basis.

A well trained and consistent core staff group had formed positive working relationships with people and their families.

The management team worked effectively together. They were viewed as approachable and responsive by people who live at Cluny Lodge.

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

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| How well do we support people's wellbeing? | 6 - Excellent |
| 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?

6 - Excellent

We evaluated this key question as excellent. Performance was sector leading, with consistently outstanding outcomes for people who experienced care.

People said that staff delivered care with a mindfulness of key values of respect, dignity, and compassion, always seeking to clarify their choices and preferences. People felt listened to and said that their support was provided at a pace which suited their needs and abilities.

Family representatives endorsed these views, offering their observations that their loved ones were treated with respect and kindness, also highlighting that staff showed appropriate sensitivity whilst discussing complex issues around family member's care.

Some family representatives referred positively to innovations associated with digital access to their loved one's personal plans and case notes. This was seen as an indicator of inclusive approaches to participation and information sharing.

Staff consistently identified values-based approaches to care delivery. They emphasised core principles around respect, dignified and compassionate support, offering good examples of how this was routinely put into practice.

We observed practice throughout our inspection, noting that staff supported people effectively, consistently engaging with them in an empathetic and professional manner.

There were wide-ranging strategies for ensuring that people around got the most from life.

An extensive programme of planned activities, offered three times daily, helped ensure that people were able to take part in wide-ranging groups that offered social, mental, and physical stimulation. Group activities were routinely quality assured by people attending. This helped ensure that activities were meeting people's needs and expectations.

Planned daily activities were complimented by regular concerts, seasonal and themed events with visiting performers regularly attending the home. Daily group outings were facilitated, using the services in-house bus and driver.

We enjoyed hearing and reading about people visiting to the likes of Portobello beach and accessing sand-friendly wheelchair buggies. " I never thought I would enjoy something so much as I did, it made me feel very happy".

People were also able to access 1:1 support. This was consistently available and helped ensure people maintained meaningful connections to their local community. We saw some examples of this: including supporting people to attend football, visit local shops, bars and cafes.

We were particularly impressed by the way the service worked with people with complex needs, who spent their most of their time in their rooms. We followed the experiences of three residents, observing that they enjoyed meaningful daily interactions. This added considerably to their quality of life. Family members told us that they derived enormous reassurance from this type of support " I know they are stimulated and have responded to staff in a way that surprises and delights us".

Staff knew people very well and were able to recognise when changes in people's presentation necessitated interventions from external health and social care professionals. Interventions such as the implementation of skin care programmes, (SSKIN bundle), administration of medication, support with food and fluid intake were all carried out to a very high standard.

People's health and well-being benefited from the expertise of in-house Physiotherapy. Physiotherapists helped assess people's mobility and were closely involved in developing effective support responses to any changes. Care staff told us that they were able to follow detailed support plans, working in partnership with Physiotherapists and with people experiencing care, implementing exercise-based approaches aimed at addressing changing mobility.

Physiotherapists delivered a group-based programme of seated exercise and balance classes. We heard about some excellent outcomes for people whereby they had either regained or halted loss of mobility through participating in individual and group exercise. The implementation of a co-ordinated approach to assessment and exercise aligned with the Care Inspectorate's "Care About Physical Activity" guidance and was an essential element in the delivery of excellent well-being outcomes.

The Provider has introduced new system around the administration and recording of medication, utilising the the "Pillpac" system. There were significant innovative outcomes for people, as well improvement around stock management, effective recording, and audit.

Staff said that "Pillpac" approaches did away with traditional medication rounds, making medication administration less task focused, more flexible and much more person-centred. Some people were now managing their own medication administration. When we spoke to them, they described the changes as being empowering for them.

In addition, the service has implemented an application system, known as "Painchek" for monitoring and evaluating pain and medication efficacy, for people who cannot express their views verbally.

We followed the experiences of several residents and saw excellent outcomes around pain management. One person had changes to their "as required" medication, as a result of close monitoring via "Painchek". In another case we noted a significant reduction in the use of anti-psychotic medication following medication review, with the introduction of increased analgesia playing a significant role in reducing episodes of stress/distressed presentation.

It was clear that the "Painchek" approach to monitoring pain, meant medication reviews had resulted in some excellent well-being outcomes.

There was a focus on viewing care holistically at Cluny Lodge, with physical and emotional health and wellbeing viewed through the lens of Namaste informed care. Namaste based care takes a multi-sensorial approach to support, seeking to provide compassionate and meaningful interaction that stimulates the senses, giving comfort and pleasure to people with advanced Dementia.

We found that staff and family members were very supportive of the emphasis on Namaste informed care. Staff said that care delivery was less task focused and much more fulfilling. Family told us about excellent outcomes, with their loved ones engaging and responding to sensory stimulation.

How good is our leadership?

5 - Very Good

The Provider performed at a very good standard in this Key Question. This meant that quality assurance and improvement was consistently well led, contributing significantly to positive outcomes for people experiencing care.

The service has undertaken a wide-ranging exercise to digitise records of the home's facilities and equipment maintenance records. We considered equipment records and saw appropriate servicing and testing was undertaken. Legionella based maintenance checks were well managed and up-to-date. These factors helped ensure that people experienced a safe home environment.

Management undertook wide-ranging audits, looking at all aspects of the homes performance. Audits included; medication administration, infection prevention and control, personal plans, skin care interventions, call bell alerts, mattress and bed checks.

Audits helped ensure that management had oversight of the effectiveness of care delivery outcomes, that personal plans remained relevant and that the home environment was comfortable and safe.

Staff were provided with regular support and supervision. There was a focus on reflective practice and regular discussion around practice. Staff were able to contribute their views. In addition, there were regular team meetings. Supervision and team meeting minutes showed that staff across all grades contributed to broader service development discussion.

Wide-ranging observations of staff practice helped ensure that management had insight into staff practice and could determine whether support was delivered with appropriate skill and effectiveness. We noted that these observations were undertaken from early in people's employment.

There was a robust system for managing staff training and ensuring that all workers had undertaken or refreshed essential learning. This helped ensure that staff skills were up-to-date and that they had the skills necessary to facilitate positive support outcomes.

People told us that they felt able to directly offer their views on any aspects of their support or the care home environment. They knew the home's manager and senior staff and we were advised that they were accessible and always welcoming of people's views. In addition, there was on-going consultations on quality of the likes of: mealtime experience and activities. People's views were taken into account and actively contributed to the likes of activities and menu planning.

There was a regular forum which promoted consultation and involvement in quality improvement. We noted that these consultations had taken on-board people's views on wide-ranging matters, including: internal decoration, choice of furnishings, activities provision and outings.

Family representatives also have access to a quality and improvement based discussion forum. Several people we spoke with commented favourably upon this "it was great to hear directly from the board and be part of conversations around the Home and it's future". Another person told us that " it's good that they (management) are willing to meet with us as a group, it's very welcome".

The Provider's service development plan highlights increased participation as one of it's key objectives. The Provider should seek to sustain, embed and innovatively broaden involvement as a central component in their wider development and improvement approaches.

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

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| How well do we support people's wellbeing? | 6 - Excellent |
| 1.1 People experience compassion, dignity and respect | 6 - Excellent |
| 1.2 People get the most out of life | 6 - Excellent |
| 1.3 People's health and wellbeing benefits from their care and support | 6 - Excellent |

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| How good is our leadership? | 5 - Very Good |
| 2.2 Quality assurance and improvement is led well | 5 - Very Good |

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