

Forfar Avenue Care Home Service

60 Forfar Avenue
Cardonald
Glasgow
G52 3JF

Telephone: 0141 276 1878

Type of inspection:

Unannounced

Completed on:

19 July 2018

Service provided by:

Glasgow City Council

Service provider number:

SP2003003390

Service no:

CS2003000972

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Forfar Avenue is a registered care service for a maximum of 44 older people. The registered provider is Glasgow City Council.

The care home is a purpose built two storey building situated in the Cardonald area of Glasgow. Forfar Avenue is accessible to public transport routes, bus, train or motorway. Service users are within a reasonable distance of the local shops and community amenities.

The grounds are well kept, offering a secure area for people who use the service to sit outside or potter in the garden. The exterior areas are visible from a number of bedrooms and lounge areas throughout the home.

The care home was full at the time of the inspection.

What people told us

People who experience care told us during the inspection about the care they receive, the food, the staff and their room, and the comments varied from "alright" to "It's like a hotel but still homely".

"Staff communicates regularly with me and my family"

"This is not a bad place it's a good place. Staff are excellent"

"Forfar Avenue is the perfect place to live. Staff are terrific A1. If I had any complaints I'd tell them and they'd deal with it"

"The home is quite nice and the food is ok"

"I'm well looked after and I'm well fed".

Self assessment

Care Service were not required to complete and submit a self assessment during the inspection period 2018 - 2019.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

People told us there was lots of choice on how they filled their day and this was supported by very good information on activities, explanation of what this entails and evaluation of its effectiveness for each individual. We observed using a short observational framework (SOFI2) of how people filled their day and staff practice and found very good interactions between all parties. We observed very good practice by staff who were competent through the implementation of the training received and gave time to the residents at a pace suitable for the physical and mental health wellbeing of the individual. The activities were diverse and the staff and activities co-ordinator were available to ensure inclusion and meet the needs of residents on a one to one and group setting.

People who experience care and their relatives are kept informed by the staff and individuals' keyworker regarding inhouse and external activities, there were copies of the policies, posters advertising meetings and community information on the noticeboards throughout the care home.

The dining experience was very pleasant and people told us that their wellbeing had improved immensely since coming to live at the care home and that the chef supported their health and social care by knowing what they liked and disliked and there were always choices and alternatives to the menu.

The contents of the care plans sampled were informative to aid the staff to support the individuals' health care needs, medication support, likes and dislikes, and social needs. People told us they and their relatives were consulted and had participated in the development of their care plan to ensure it was right for them. They also confirmed that their views and their family and friends was sought by the provider to influence the continuous development of their needs through the six monthly review process and the service through a variety of methods, such as Suggestion & Comments Box; Newsletter and inhouse questionnaires and surveys.

People who experience care have access to their own GP or make use of the Primary Healthcare Team in the locality to protect their health and wellbeing. We sampled medication record sheets (MARs) which were informative and the provider delivers training for staff regarding the administration of medication so that people are confident that their welfare is protected.

People told us they felt safe and secure and were aware all visitors are asked to sign the Visitors book located in the foyer and that the designated staff carried out regular health and safety checks. The building was barrier free and people who experience care were observed to move independently from indoors to the grounds or balcony areas, retain their independence by the use of assistive technology and access parts of the premises by use of the public lift. People can be confident that their welfare is protected by the provider through the completion of their inhouse quality assurance system, audit processes and the timeous completion of repairs.

The atmosphere around the home seemed to be calm, relaxed and unhurried. The environment is maintained at a high standard and is bright, odour free and offers homely lounge and dining room areas. Forfar Avenue has an appropriate mix of private and communal areas, including outdoor space, communal toilets and bathing facilities offering specialised equipment. People who use the service and their visitors told us that they have access to a pantry area and are encouraged to independently make snacks and drinks throughout the day.

People who experience care showed us their bedrooms; they had their own key and a place to secure belongings as well as a hand basin to provide independence and privacy when completing their personal care. We observed the majority of private rooms had been personalised with photos and furniture memorable to the individual. Some bedrooms and lounges had views of the grounds and the adjacent bowling green which provided entertainment for people who did not want to go into the garden.

At this inspection, we found that the performance of the service was very good and people told us they were consulted regarding the upgrading of the environment in the interim period prior to relocating to a large, new build care home in the Pollock area of the city.

What the service could do better

The service provider and care service are aware that the content of the personal plans are quite repetitive and the provider's review working group is on-going and will implement any action necessary on its conclusion.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
1 Sep 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
8 Sep 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

Date	Type	Gradings	
16 Nov 2015	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
25 Jun 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
12 Dec 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
22 Aug 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
11 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Aug 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
28 Jun 2012	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
11 Oct 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed

Date	Type	Gradings	
21 Apr 2010	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
12 Nov 2009	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
28 May 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
1 Feb 2009	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
1 Sep 2008		Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.