

Glencairn Care Home Service

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Type of inspection:
Unannounced

Completed on:
12 November 2024

Service provided by:
Renaissance Care (No 6) Limited

Service provider number:
SP2018013160

Service no:
CS2018368569

About the service

Glencairn care home service has been registered since 2018 to provide care for up to 26 older people. At the time of the inspection there were 26 people in residence.

The service is provided in a detached Victorian villa, situated in the Marchmont/Grange area of Edinburgh. There are local shops, cafes and good public transport links to the city centre. There is off street parking available in the grounds of the building.

Accommodation is provided over five floors, with lifts and stairs giving access to all floors. All rooms have an en-suite toilet and shower facilities. There are shared bathrooms with assisted bathing facilities where required. Some rooms have direct access to the garden or the roof terrace.

There is a lounge on the main floor and the dining room is situated on the lower floor. There is a conservatory adjacent to the dining area which leads on to a patio and the enclosed garden.

Care is provided by a team of carers and senior carers led by the deputy manager and the manager. The health professionals from the GP surgery visit weekly and nursing services are provided by the aligned district nursing team.

About the inspection

This was an unannounced inspection which took place on 06 and 07 November, 2024. Two inspectors carried out the inspection.

To prepare for the inspection we reviewed information about this service.

This included:

- previous inspection findings
- information submitted by the service
- intelligence gathered throughout the inspection year.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, the setting and planned care/support.

We confirmed that the service continued to provide a very good level of care and support.

We know this because on this inspection we:

- spoke with 12 people using the service, and three visiting relatives
- spoke with 13 staff and management
- looked at questionnaires completed by people using the service, relatives, staff and visiting
- health and social care professionals
- observed practice and daily life
- reviewed documents.

Key messages

Legal Assurances

The care service was operating legally and in line with its conditions of registration. There was current and appropriate insurances in place. There was a range of policies and procedures to guide staff and promote good outcomes for people. These were regularly reviewed and updated. This meant that people could have confidence in the organisation providing their care and support.

Wellbeing assurances

There were comprehensive policies and procedures in place to promote people's safety and protection. Staff received adult support and protection training as part of their induction and had regular training updates. There were regular discussions about people's needs and any changes were responded to promptly. Staff consulted were aware of their duty to protect people and how to report any concerns. Relatives expressed trust and confidence in the service to keep their loved ones safe. People commented positively about their staff and told us they experienced compassionate care from well trained, competent staff. This meant that people could be assured that their care provider had effective systems in place to promote their safety and protect them from harm.

A relative commented:

'The staff continue to be thoughtful and attentive with my dad and he is receiving excellent care and plenty of activities to participate in.'

Processes were in place to promote people's health and wellbeing. Medication was managed very effectively. People's use of medication was regularly reviewed and audited. This had in some cases led to reductions in people's medication.

The service worked collaboratively very effectively with a range of health and social care professionals to promote people's wellbeing. The service had been innovative in trialling a pain management tool to support people in managing their pain. This had led to improved outcomes for a person supported. The service had also worked in partnership with a visiting health professional to reduce hospital admissions where possible. This meant that people could be assured that their care provider had effective systems in place to promote their safety and wellbeing and were involved in innovative practices to further improve outcomes for them.

A visiting health professional commented very positively on the quality of care people experience:

'This care home is a dream to work in. I never worry about patients after I leave because I know they will all be well looked after.'

A person experiencing care told us: 'I have certainly been given every opportunity to be involved in all aspects of my care and given every opportunity and encouragement to progress in my recovery.'

This meant that people experienced high quality care and support based on best practice and that their care and support was provided in a planned and safe way.

People were supported to maintain regular contact with people who were important to them. They were also supported to use technology to maintain contact with loved ones at a distance. Family and friends were very welcomed to visit and participate in events and activities and people were very well supported in accessing their local community.

Leadership Assurances

The service demonstrated a very positive attitude towards quality assurance. The manager was committed to continuously improving the service and involving people experiencing care, their relatives and staff in the quality assurance processes. Staff reported that the manager was very approachable and very open to feedback and suggestions. All departments had the opportunity to meet and share information and the manager enabled and encourage staff to contribute their views. People experiencing care benefited from this open approach to service improvement.

People told us:

'A care home or any establishment even is only as good as its management and Glencairn shines out as a great example.'

And:

'The leadership and team seem very committed and very professional. The manager is wonderful - attentive, listens, has time for you and runs a very efficient caring ship.'

A service improvement plan was in place and was regularly updated. This evidenced outcomes that had been achieved, ongoing pieces of work and any further improvement actions. This meant that people benefited from a culture of continuous improvement and could have confidence in their care provider having robust quality assurances processes to promote high quality care.

Staffing assurances

The recruitment of new staff was carried out in a safe manner with systems in place to reduce risks to people experiencing care. The provider had audited the quality of their safe recruitment processes and had made improvements as reflected in more recent recruitment records sampled. Staff told us that they had a very good induction into the organisation and enjoyed good support from management and colleagues while learning and developing in their new role. The provider was reviewing staff induction processes so that records would better reflect reflective learning. People were kept safe as a result of good recruitment and induction processes and could have confidence that their care provider was continuously using staff feedback to improve.

Staff at all levels were very well supported in their ongoing learning and development and were given opportunities to gain the qualifications necessary for continued registration with the relevant professional bodies. Training records were maintained and demonstrated a high level of completion of courses. This meant that people could be assured that those providing their care had the necessary knowledge and skills to support them well.

A person experience care commented:

' The staff at Glencairn are a highly trained group of individuals who are obviously in co-operation with each other and know exactly what they are doing. They are always pleasant and willing to go the extra length to help and encourage others.'

Staff expressed that there was effective teamwork and regular opportunities to meet as a team. We heard that Glencairn was a 'great place to work' and 'the best place I have ever worked and I have been in different care homes.' We heard that there were usually enough staff to meet the needs of the residents though at times, particularly during holiday periods or due to staff absence staffing could be stretched. The provider used a staff dependency tool to calculate staffing according to people's needs over a 24 hour period. The provider was exploring other tools that would be more comprehensive and take environmental factors into account. This meant that people could have confidence that their care provider was regularly checking that there were sufficient levels of staffing to meet people's ongoing and changing needs.

Setting assurances

The service had a dedicated maintenance person who was committed to keeping the building well maintained and addressing any maintenance issues promptly. They maintained records of safety checks. People's equipment was also regularly checked and serviced and the building was found to be very clean and comfortable.

People commented:

'This is a beautiful, peaceful home with lovely garden spaces and outlooks. All rooms are spacious, comfortable and clean.'

And:

' I would recommend this home to anybody as it is a pleasant place to stay.'

A relative suggested that the garden seating could be improved and we noted that the garden grounds could be improved by having the paving stones levelled. The manager was receptive to feedback provided and agreed to look into further improving the garden space.

Domestic, catering and laundry staff maintained cleaning records and took pride in their work. There were daily flash meetings with all departments involved and this collaborative approach meant that information was shared and actions agreed. Call bell response times were monitored so that the management had an overview of how long people waited for assistance when using their call bell.

The provider was due to start a programme of refurbishment in 2025. This will enhance current facilities and provide increased space for people when using their dining facilities. Due to the layout of the building lift access was required for those with mobility issues. We noted that this could lead to residents waiting a while to access other parts of the building and there was potential for congestion at busy times. The provider had explored options for putting in a larger lift or additional lifts but reported that it was not possible to achieve this due to the layout of the building. People told us that they liked their accommodation and that a person commented that it was 'always kept spotless.'

This meant that people could have confidence in their care provider to maintain a high standard of cleanliness and promote their safety, protection and comfort.

Planned care / support assurances

Personal plans clearly detailed how people's health and wellbeing needs would be met and provided very good detail of the daily care that people experienced. People's needs and preferences and any identified risks to them were well detailed in their plans. People's plans were regularly reviewed with people and those important to them being meaningfully involved in planning and reviewing their support.

The management team regularly consulted people and their relatives to check how their support was going and whether any adjustments were needed. The Wellbeing Lead recorded people's participation in activities as well as any 1:1 support for people who chose to spend time in their rooms.

Personal plans gave a real sense of people's individuality and life histories and staff knew people's needs and choices well and found the electronic care planning system easy to access and to input information about people's care and support.

This meant that people could be assured that their care provider regularly reviewed and assessed their needs and staff were using systems effectively to record the care people experienced.

This positive practice was reflected in feedback from visiting professionals:

'They truly care for all the residents. Residents are busy with activities and they understand individual needs.'

Complaints

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

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