

Almond View Care Home Care Home Service

5 Drumchapel Place
Drumchapel Road
Glasgow
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Telephone: 0141 944 8893

Type of inspection: Unannounced
Inspection completed on: 24 August 2016

Service provided by:
Tower Bridge Homes Care Limited

Service provider number:
SP2011011671

Care service number:
CS2011300204

About the service

Almond View is registered as a care home to provide support to a maximum of 78 older people. The service is managed by Tower Bridge Homes Care Limited.

The home is located in Drumchapel, Glasgow, and is near to local transport and amenities.

The building consists of two floors. The ground floor provides accommodation for 38 people and the top floor can accommodate 40 people. All bedrooms are provided on a single basis with en-suite toilet and wash hand basin. Shared bathing/shower facilities are available. Communal lounges and dining rooms are also available on both the first and second floors. Garden space is located at the rear of the home and a courtyard is also available.

One of the provider's objectives is: "To be committed to continuous improvement of the service by involving residents, taking forward their suggestions and views."

What people told us

Prior to the inspection, we sent 70 questionnaires to the manager to give to residents and their families. We received six completed questionnaires back.

There was an inspection volunteer involved in the inspection. 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, which is being inspected, and gather their views. Everyone was overall happy with the care and support that they or their relative received at Almond View. Comments we received from people included:

'All staff are helpful and friendly towards patients and their families.'

'I am happy with the care.'

'I feel safe here.'

'I am confident in the staff.'

'At times I feel there could be more staff.'

'The food is ok.'

'There is a lot of agency staff just now.'

'I enjoy sitting in the courtyard when the weather is nice.'

'I've enjoyed going out on the minibus.'

'I am happy with how the place is run.'

'If I had any worries I could speak to staff.'

Self assessment

We received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what they thought the service did well, some areas for development and any changes they had planned. The provider told us how the people who used the service had taken part in the self assessment process.

From this inspection we graded this service as:

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

What the service does well

We sampled personal plans and found that these contained up to date risk assessments to inform the content of associated care plans. Overall, these care plans contained enough information to guide staff on how best to support the person. Some could be more consistent in their detail and the transferring of detail from both risk assessments and evaluations to the care plan itself. We shared examples of these at feedback.

We received positive feedback about food and observed that plenty of drinks and snacks were available and offered to people throughout the day.

The service continued to identify one lounge per floor that always had a staff member in attendance to support those residents who required this level of support.

There was a very good approach to activities. We observed many activities being carried out throughout the day by both the two activity staff members and care staff too. The service provided a café, two days per week, which was well used.

We sampled four staff recruitment files and found that these were very good and adhered to best practice guidance.

Staff we spoke with told us that the new manager was very visible around the units and they felt that they were very approachable if they had any suggestions or concerns.

Staff from each department met daily to aid communication, there were also more formal meetings to provide a chance for all staff to meet with each other and the manager.

Overall, we observed staff to have very good interactions with the residents and they knew them well. Care staff responded quickly and discreetly to residents' needs.

What the service could do better

We sampled medication management and found that on the top floor this needed to be improved. We discussed the issues with the service at feedback and asked them to review their current practices for both administration and audit. We have made a requirement about this.

The home was in the process of recruiting to fill some staff vacancies, and in the meantime was using agency staff to fill these gaps, which will provide better continuity for the service.

Requirements

Number of requirements: 1

1. The provider must ensure that all service users receive their medication as prescribed by their medical practitioner.

In order to do this, they must ensure that:

- a. any changes to anti-coagulant medication are implemented at the time of the change.
- b. prescribed medications are available at all times to administer to service users.
- c. reasons for any gaps in the Medication Administration Records (MAR) are documented.
- d. all medications are signed for when administered.

This is to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 4(1)(a).

Timescale: To commence immediately and be completed by 1 October 2016.

Recommendations

Number of recommendations: 0

Complaints

Please see the Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings	
10 Sep 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
10 Dec 2013	Unannounced	Care and support	Not assessed
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
19 Jun 2013	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
11 Jan 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
28 Jun 2012	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
24 May 2012	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	Not assessed
8 Feb 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good

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