

Craigielea Care Home Care Home Service

French Street
Renfrew
PA4 8DG

Telephone: 0141 886 3365

Type of inspection: Unannounced
Inspection completed on: 24 April 2018

Service provided by:
Tower Bridge Homes Care Limited

Service provider number:
SP2011011671

Care service number:
CS2011300260

About the service

Craigielea Care Home is registered to provide nursing care and support for up to 85 people, 20 adults with a physical disability and 65 older people. The provider is Tower Bridge Homes Care Limited. There were 84 people living in the home during the inspection.

The service is based in a modern, purpose-built care home, with single en-suite accommodation on two floors and four individual units. The care home has a car park to the front and a large enclosed garden and patio area to the rear which provides a pleasant and private space for residents. The home is situated in a residential area of Renfrew and there are shops and other facilities nearby.

The aims of Craigielea Care Home include 'providing a quality service tailored to individual needs.'

What people told us

The views of people using the service and relatives are included in this report. During this inspection we received views from nine people using the service and five sets of relatives. We spent time observing the support and care provided for people who were unable to verbally communicate with staff or us. We also received comments in our questionnaires which were sent out prior to the inspection.

Residents were very happy living in Craigielea. One resident commented 'I am happy with all the care and support I receive.' Someone else said 'It feels like home.' Staff were described as 'lovely' and 'good fun' and it was evident that there were positive relationships between staff and residents.

Relatives commented that the home was 'Lovely. I am happy in the knowledge that my relative is happy, safe and secure. This is the best thing we could have done for my relative.' Another relative said 'my relative is well looked after and staff have become an extended family to him'. In discussion a relative told us 'I have total piece of mind. I am happy she is here. Staff are fantastic, they are always looking out for my relative.'

Self assessment

We did not ask for a self-assessment to be completed.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

Residents told us they were 'delighted' and 'very happy' to be living in Craigielea. They told us they were 'well cared for' by staff who were 'kind' and 'caring'. We saw that staff knew residents well and they were responsive to requests for help or support. Positive relationships were evident as we could hear laughter and humorous exchanges which made residents smile.

The health and well-being needs of residents were well-managed by a trained and motivated staff team. The care and support needs of each resident were documented in a care plan which outlined the assessed needs and care to be provided. We could see that there was good communication between the home and external health professionals. This ensured that staff received specialist advice and support to better meet the healthcare needs of residents.

There was a range of activities and events that residents could enjoy. The activities staff knew the likes and preferences of residents and tried to ensure that residents spent their day in a meaningful way. One resident told us 'I like getting out and about'. Another said 'I really enjoyed my recent trip on a canal'. All activities were recorded on an electronic system called Storiicare. This allowed photographs and brief comments to be shared with family members so they could see what their relative had enjoyed that day.

We received positive comments about the meals provided by the home. One resident commented 'I like the food and there is plenty of it.' We observed the dining experience and, on the whole, found that staff were attentive and patient when assisting residents with their meals. The atmosphere was calm and choices were offered and we saw that residents were enjoying their meals and the social opportunity.

We found staff to be knowledgeable, committed and enthusiastic. Several staff told us they 'loved' their job. We saw that training was planned in advance and the content of the training plan responded to the needs of residents. This meant that staff were keeping up their skills to care for the people living in the home. Staff were described as 'going over and above' by one relative. Another said staff were 'great.' We could see positive teamwork and peer support amongst staff, supported by an experienced and dedicated management team. Overall, staff worked hard to ensure that residents were well cared for in a safe and comfortable environment.

What the service could do better

We looked at care plans and found them to be clinical in tone and content. It was difficult to find any information of a personal nature relating to likes, preferences, previous history and aspirations for each resident. The care plans we sampled did not reflect the person centred care we saw being offered to residents. Care plans should evidence that staff are promoting residents' individuality and quality of life in a meaningful way. The care and support received by each resident should be regularly reviewed. The review minutes we looked at were brief and did not reflect how the resident had enjoyed living in the home for the previous six months. This was a recommendation made at the previous inspection and will be continued. (See recommendation 1)

We looked at care plans for 'as required' (PRN) medication as this was a concern at the last inspection. We noted that a new template for recording this medication was in place but was not being used in an organised way. PRN medication should be well documented to ensure that it is used in the best interests of the resident when all other measures have been tried. This was a recommendation made at the previous inspection and will be continued. (See recommendation 2)

We also noted some other areas of medication administration and recording that could be improved. We brought this to the attention of the nursing staff and the management team who gave assurances that it would be rectified.

We asked staff to be more vigilant when recording the personal care needs of residents. It was difficult within the daily notes to determine when each resident had a shower or a bath.

We spent time with staff and the management team discussing wound management within the home. We found that some records were not accurate and care plans to support the care of residents' wounds were not completed fully. The management team were pro-active with this concern and arranged a meeting with the Care Home Liaison Nurse and the Tissue Viability Nurse for advice and support. This will improve staff practice and ensure any resident who has a wound is receiving external advice and support.

Staff need to take professional responsibility for recording accurately in care plans and medication records. They need to make sure that they keep records up to date and that they record how a resident has enjoyed their day, not just their clinical needs. Residents have a right to have a care plan which reflects all aspects of their daily life including wishes and interests. We were reassured that staff did offer person centred care however the care plans and review minutes did not reflect this and staff would benefit from improved training and awareness in this area. (See recommendation 3)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. Care plans for residents were clinical in information and tone. Staff should develop the care plans to promote a more person centred style of recording.

This is to ensure care and support is consistent with the Health and Social Care Standards which state 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15)

2. The care plans for residents who may need PRN medication should be developed more fully to address such as triggers, what else may work, the effect of the medication and the outcome for the resident. To ensure that medication is managed safely and effectively, the provider should improve the records of medication administration in line with best practice guidance.

This is to ensure care and support is consistent with the Health and Social Care Standards which state 'Any treatment or intervention I experience is safe and effective' (HSCS 1.24),

3. Staff have a professional responsibility to accurately record in all relevant records. Staff would benefit from training in the area of person centred planning and good record keeping.

This is to ensure care and support is consistent with the Health and Social Care Standards which state 'I experience high quality care and support because people have the necessary information and resources,' (HSCS 4.27)

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
25 May 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
8 Jun 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
28 Oct 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
29 Oct 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
27 Nov 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
6 Dec 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
27 Feb 2012	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
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