

Grandholm Care Home Care Home Service

Grandholm Drive
Bridge of Don
Aberdeen
AB22 8AE

Telephone: 01224 708712

Type of inspection:

Unannounced

Completed on:

9 July 2019

Service provided by:

Aviemore Homes Limited

Service provider number:

SP2007008957

Service no:

CS2007145182

About the service

Grandholm Care Home is a three-storey purpose-built home located in a quiet residential area within the city of Aberdeen. The provider is Aviemore Homes Ltd. The service is registered to provide nursing and residential care to a maximum of 79 older people, of whom 29 may have dementia/mental health problems. At the time of inspection there were 77 people living in the service.

All bedrooms have en suite toilets and shower rooms. There are shared lounges and dining areas that are decorated and furnished to a good standard. The home has a small enclosed garden that can be accessed via the ground floor unit.

It is the objective of Grandholm Care Home "that all service users will enjoy a clean, smoke free, safe environment in private spaces and communal areas within the home and be treated with the care, dignity, respect, and sensitivity to meet the individual needs and abilities of the service user".

The service has been registered since 19 August 2008.

What people told us

Views from residents and their families greatly informed this inspection. We sent 20 Care Standards Questionnaires (CSQs) to the manager for random distribution to residents, as well as 20 for families and 20 for staff. We received two completed CSQs back from residents, eight from families, and one from staff. People indicated that, overall, they were very happy with the quality of care they received at Grandholm Care Home.

During our inspection we spoke with a large number of residents and relatives, both formally and informally. We observed staff practice with people who could not tell us about their experience. We also gained views from the residents' reviews of care and people who took the time to write directly to us. Comments from people included:

- "The Queen couldn't get better than here! It really is lovely!"
- "The staff are very attentive and the care I receive is of a high standard. The décor is bright giving a home from home feel which makes me feel safe."
- "I have no complaints at all. I am happy with the meals and staffing. There are activities. My room is excellent. The laundry is done quickly and efficiently."
- "It is really good here. The staff are really good. The staff make sure my relative socialises. They take her through to the day room. There are external trips too. Care has been superb. Meals are smashing. My relative used to refuse to eat and now very happy to eat. We are delighted."
- "Well looked after here. 10/10. Plenty of entertainment, not just sitting about. There is always somebody there to help. It's a lot better than we thought it would be. Staff always have time to speak with you."
- "I enjoy the food. I get soup, which I like. I get small portions because I'm a small eater. There's plenty of staff to help. All staff speak and are polite."
- "Very happy that mum is in here."

- "My husband is very much better since coming here. Care staff work as a team. Always polite and caring. Laundry is very good. The managers are very approachable. I have no worries at all about my husband's care. I would recommend it here."
- "My relative's care needs are assessed and family is involved in reviews. The rooms are lovely, clean, and well maintained."
- "There is good continuity of staff. They get to know me and my wife. The slightest thing and they phone me. My wife hasn't been in hospital for two years now as the care has improved so much. The permanent staff here are excellent. Everything is so much better since coming to Grandholm. My wife appears happy and contented. The dog comes in to visit too!"
- "This is much nicer [than a previous home]. We really like the nice wide corridors. The staff are lovely, just brilliant. They are not putting it on. Mum loves all the staff, she gets to know all the staff. That's so important. She can have a banter with them."
- "The manager and her team of staff are approachable at all times and take care to listen to requests and queries I have about my dad's care. I am comfortable my dad is getting the best care and attention possible and is happy in his surroundings and with the team at Grandholm Care Home."
- "My husband is taken very excellent care of. I always recommend this home and tell everyone about the excellent care."
- "I am happy with Grandholm Care Home. My mother is happy and enjoys life there. The food always looks lovely and varied. The staff always speak to us and mum."
- "My family are very happy with the care they give my mum. The family are always made very welcome and staff are always on hand to answer and discuss questions/concerns."
- "Care home of a high standards. Staff absolutely brilliant. Could not be happier with my mother's care."
- "I find everyone in the care home to be friendly. I use a wheelchair when I visit and they do all they can to help me. My mother is better now than when she entered the home over three years ago. She is eating, talking, laughing, and enjoying painting which she had ceased to do before the staff encouragement which is now given."
- "Very happy with the care my husband is receiving. Staff are very pleasant and welcoming when I visit. They work well as a team on the floor he is on and I have no complaints. He is kept very clean and enjoys his food very much. A great run home, first class."

We concluded that people were very happy with the overall care provided at Grandholm Care Home.

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

How well do we support people's wellbeing?	5 - Very Good
--	---------------

How good is our leadership?	5 - Very Good
How good is our staffing?	5 - Very Good
How good is our setting?	4 - Good
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We evaluated the service as performing at a very good level in relation to this key question. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

There was a very relaxed atmosphere in the home. People were given care from staff with genuine warmth, dignity, and respect. We saw staff taking their time with residents, providing reassurance and being encouraging. There was a very high level of satisfaction about the quality of care from residents, relatives, and staff. People were polite with each other. Privacy was respected and staff knew of people who valued very high levels of privacy.

Residents were cared for by staff who knew them well. A large core group of permanent staff was in place. This meant residents could receive care according to their wishes and needs and could keep abreast of even small changes in a person's condition or wellbeing. People didn't have to wait for care needs to be met. Buzzers were responded to quickly. Laundry services had greatly improved since previous visits.

People could be reassured that the staff worked well to reduce any stress or distress people may have experience. Staff made very good use of distraction techniques with people. For example, one person had moved locations in the home and this had reduced their stress being in a less busy environment.

Staff supported people well to keep well hydrated as they were very aware this helps to promote individuals' health and wellbeing. People were protected from harm. Staff were clearly aware to report any concerns to keep people safe.

Being meaningfully occupied contributes positively to good health and wellbeing. People experienced lots of different activities, both in and out of the home, physical and sedentary. The garden was well used. Staff were looking to further improve people's physical movement wherever possible. Residents were being encouraged to take part in a trial of music and movement at the time of the inspection. Planned activities were arranged and advertised. The service could consider improving the colourful advertising posters to make them larger and easier to read. The service was also looking how to improve their recording of people's involvement and enjoyment of activities which would help to inform plans.

Beautiful art work made by residents was on display throughout the home. Residents and families told us they loved their work displayed. We would encourage the service to keep activities, such as games or drawing equipment, visible for people to encourage the residents and families to use them.

People should maintain or improve their levels of independence where ever possible. The service agreed to further develop how people can be more self managing in things like adding their own sugar and milk to drinks, pouring their own drinks, and setting and clearing tables. We will monitor this at future inspections.

People's medication was properly managed. We were very impressed with how highly organised, tidy, and easy to use the medication system was. People got medications at times to suit them rather than at a given medication round. People's health and wellbeing was properly monitored and staff made very good use of a wide multi-disciplinary team. One staff member was developing a skin tear emergency pack for each floor in the home. These will help staff respond even more promptly to any residents whose skin tears.

How good is our leadership?

5 - Very Good

We evaluated the service to be providing very good leadership. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

People should experience a well led and managed service. There was a great sense of trust in the management team expressed by residents, relatives, and staff alike. People were very confident in the management's skills and abilities to lead the service well. The manager and her team were highly visible in the home with one resident commenting "nothing passes her by!" Improvements to the home had been brought in over a well planned period of time so as not to overwhelm residents or staff. Residents' or families' concerns were promptly and effectively responded to.

The 'resident of the day' system was working well. This helps to ensure that for each resident, care is being properly reviewed and staff are properly meeting the resident's individual needs. There were very good clinical overviews and monitoring of residents. Staff reported that as a result of this very good care and monitoring, people's health had improved, residents suffered less sores, and therefore less dressings were used. The integrity of people's skin was maintained at a very good level, contributing to very good levels of health and wellbeing.

People could be confident staff had been properly recruited. There was also proper monitoring and checking to ensure staff were correctly registered with the required bodies, such as the Nursing and Midwifery Council (NMC) or the Scottish Social Services Council (SSSC).

The management team was further developing their written development plan. This would ensure any developments were targeted at priority of need and given timescales. They were also looking at how to capture the impact improvements had made on people's lives and work at the service.

How good is our staff team?

5 - Very Good

We evaluated the staff team to be performing at a very good level. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

People should expect to be cared for by the right amount and skills mix of staff. Staff levels and the skills mix was very good and helped to ensure residents' needs were being met. The staff team got on very well together. Staff told us "I love working here - it's great teamwork" and another said "we work superbly as a team". Staff consistently described very good teamworking and that there was always staff, including senior staff and management, around to ask questions of. There was very good communication amongst the staff team. Staff felt supported by each other and by management. Staff appeared to be well aware of each other's skills and special interests. They worked in a cohesive and supportive way. Morale amongst the staff continued to be high. This all helps to ensure people's needs are being properly and promptly met.

Dependency needs of residents were calculated on a monthly basis and this was used to ensure the right amount and mix of staff was available. As a result, one unit's night staff numbers had increased to help meet increasing needs. When needed, the management endeavour to engage the same staff from agencies so they can build up a good knowledge of the residents' needs and likes.

Staff received a probationary period, an induction, shadowing other staff, and training on commencement at Grandholm Care Home. Formal supervision and staff meetings took place so staff knew how well they were performing. This helps to ensure residents' needs can be met by competent staff.

The management and staff are aware of the long layout of the building and on each of the floors of the home. This can make it difficult for people like residents, visitors, and other staff to locate staff during busy periods when two staff may be supporting one person with their care.

The home was looking to further develop community involvement in the home in the future.

How good is our setting?

4 - Good

We evaluated how the setting promotes and enables people's independence to be good. This means there are important strengths with some areas for improvement. The strengths have a significant positive impact on people's experiences and outcomes. However, improvements are required to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

People found the home to be very spacious, clean, and tidy. Things were very well organised in the home. This makes it easier for people to be able to find things and be safe if they are put back in their proper places. It helps people to be familiar in their surroundings.

The home was maintained to a very high standard. Routine maintenance and safety checks were carried out by two handy people employed in the service as well as by external professional companies. This helps to keep people safe and comfortable. Cupboards were now kept safe with the use of keypad locks for ease of staff use.

We found the small lounges opposite the dining rooms to be well used. There was a good variety of seating available, including sofas, which enable people to socialise easily. Some residents used the smaller lounges as dining areas. This meant there were less distractions for them and helped to improve their nutrition as a result. Residents benefitted from very spacious en suite bedrooms. There were spacious bathrooms which people could be supported by staff to bathe.

The size of the corridors enabled people who liked to walk have room to move around. They also created concerns for some residents about the distances to walk to places, such as the dining rooms and larger lounges. The enclosed garden areas were well used by residents and their visitors. The service is looking at the improving the shared spaces in the home.

We would encourage the management to carry out a King's Fund Dementia Environment audit. This is to assess the environment and make improvements which enable people with dementia and other sensory issues to be able to be as independent and stress free as possible. For example, directional signage helps people know how to get to the toilets and can reduce anxiety and promote good continence. This should include improving the directional signage in Grandholm Care Home to show, for example, where the lounges, dining rooms, and toilets are.

The lighting should be improved in some areas, including the corridors. Good lighting is important because it helps people be safer when moving around and reduces the risk of falling. The management told us they were trialling new lighting in another of their homes and if successful would use the same style in Grandholm Care Home. We will monitor this at future inspection visits.

How well is our care and support planned?

4 - Good

We evaluated this service to be performing to a good level to plan care and support. This means there are important strengths with some areas for improvement. The strengths have a significant positive impact on people's experiences and outcomes. However, improvements are required to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible.

Residents' personal plans should be right for them. It should set out how their needs will be met, as well as their wishes and choices. We found that, generally, the care plans were good and provided personal details about the individual resident's needs. Residents and families were generally aware of care plans and were routinely involved in reviewing the information to ensure it was relevant and up to date. Staff should capture more of the views of residents and their families or representatives at reviews.

Some information reflected the individual likes and dislikes, including in the 'Look! It's me' information. These were mostly given to families to complete. Staff should continue to fill them in as more information becomes known to aid good communication and continuity of care for each resident. More details could be provided about some parts of residents' care, such as how people with no known next of kin are supported to manage their finances. Many of the palliative or end of life care plans were found to have no information in them. The management agreed to ensure end of life wishes were addressed as part of the admission or first review of the service for the new resident.

Staff knew the residents well, including their needs, likes, and dislikes. We saw that risk assessments were in place where needed. These were reviewed regularly and generally when a person's needs changed. This helps to ensure risks for people were properly managed. People who were involved in accidents and incidents had their care plans properly assessed to ensure they remained relevant to that person and to reduce the risk of harm to the person.

Daily recording about people should be less about the tasks staff perform. For example, we saw many records like "Call mat in place - no concerns given". Daily records should record the outcomes for people. The management were aware of this and were developing the staff practice in this area.

We will follow up all the areas for development at future inspections.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 1 June 2019, the provider must investigate, implement findings, and share outcomes into the circumstances of an injury to a service user and the actions of all relevant care and nursing staff involved in the provision of night care on 8 February 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 4(1)(a) - health, welfare, and safety of service users.

This requirement was made on 17 April 2019.

Action taken on previous requirement

Examination of documentation and discussion with management evidenced this requirement had been met. Management were attending investigation training in the days following our inspection visit.

Met - within timescales

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good

1.3 People's health benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing levels and mix meet people's needs, with staff working well together	5 - Very Good
How good is our setting?	4 - Good
4.2 The setting promotes and enables people's independence	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	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 ਵਿਚ 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.