

Craigielea Care Home Care Home Service

French Street
Renfrew
PA4 8DG

Telephone: 0141 886 3365

Type of inspection:

Unannounced

Completed on:

13 May 2019

Service provided by:

Tower Bridge Homes Care Limited

Service provider number:

SP2011011671

Service no:

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 85 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. There are lounges and dining rooms in each unit and a hairdressing salon. 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

Residents and relatives we spoke with were generally positive about the difference the service made to them. Residents made the following comment :

"Well, no-one wants to be living in a care home, let's be honest. But as far as they go this is a good one. The staff are fantastic. I've gotten to know them well and I have faith in them. There's nothing worse than getting personal care from people you don't know, and also from people that don't know what they're doing. I've had that before elsewhere. But I can say that here the staff are confident and have a good way about them. That makes it a lot easier. There's not a lot I would change about here. I would change my situation, of course, but I can't fault the care here. My family are really happy with it, too."

"Staff are very nice but overworked. I know my key worker."

"The girls are lovely, helpful and kind. Food is ok - could be."

"I feel very lucky to be living here. There is life here - people chat, they're personable and there's a good atmosphere. Nothing is too much for the staff. Anything you need is done without hassle. The staff are confident, I trust them to take care of my needs. My family and friends visit a lot. It's nice to have enough space in my room and also the garden. We go into the garden and sit for a while. It's very nice."

"Girls are lovely, helpful and kind. Food is ok but could be better although it is hard to cater for everyone. There's not much activity in this unit. I like to do things to keep my brain working."

"Staff are great."

"I like it here. The staff are great and we always have a laugh together. It's a fun place. We play football on a Monday, coaches comes in and play football with us, which is great. I've had some tough times in my life, but I'm happy now. I get on great with the staff and have friends. The food is spot on. I like having it with my friends. If you want something different then you can get it. No problems at all."

"Staff are very kind. Meals are ok. There's a few staff I can speak to if I need advice."

"Girls are great- look after me well- can't complain. Food is ok too."

"I am very happy here. I like my room. I am fine. The girls are really nice. I'm off for my breakfast - it's good."

We spoke with five relatives. We also read their views through our questionnaires and the cards and letters sent to the service:

"They are absolutely brilliant, the staff. They look after my relative so well. They are always pleasant, kind and very helpful. Nothing is too much trouble for them. I think it is an amazing home."

"I come here every day and the girls take care of my loved one very well. I have no complaints at all."

"My mum has been in here a wee while and we are very lucky to have found this place. The staff are so good, they know everyone's' likes and dislikes. My mum has settled so well. We couldn't have picked a better place."

"We have nothing but praise for how they care for my mum. The girls are so lovely. They keep in good touch with me. For the first time in a long time I am taking a holiday. I can leave here and have no worries."

"I have found all the staff very supportive. They take time with my relative and respect his dignity and privacy when he wants.

"My relative took some time to settle in the home. However the staff treat her with compassion, dignity and respect as an individual. I believe that both her physical and mental health have improved since being in their care. She always fedback that the staff are good to her."

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?	4 - Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
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?

4 - Good

Residents and relatives provided positive comments about ways staff support wellbeing. We also read cards and letters of thanks which provided good evidence of families' satisfaction with the quality of care provided. The relationships between residents and staff were warm and genuine.

Staff knew the residents well and this was evident in their responsive and compassionate approach. Assistance was given with dignity and respect and this was appreciated by residents. We heard and saw lots of laughter and warm interaction. There was a feeling of community within the home as all staff members engage and pass the time of day with residents and people responded positively to this by smiling and joking.

The breakfast and lunch experiences for residents were calm and unrushed. A choice of meals was offered and any assistance required was given discreetly. The tables were nicely set, with table cloths and condiments, therefore the dining rooms looked inviting. This supported residents to enjoy their meals and eat well. It would be helpful for residents if there were menus more prominently on display, perhaps in a pictorial format. We asked the home to continue to review the times of meals to ensure that they met the needs of residents and their preferences.

Spending meaningful time with residents was important for their wellbeing and this was a strong feature of Craigielea. There was a dedicated 'well-being' team who engaged residents in a variety of activities both within and outwith the home. Pet therapy was particularly enjoyed as were football related activities. Larger group activities, such as visits from local nurseries or quizzes were enjoyed, mainly by residents who were more physically able. Staff use the 'Storii Care' system to record the success of each activity for residents.

We were assured by staff that they also spend quality time with residents who require support in their rooms. Photographic evidence was available to demonstrate activities that made a difference to people. Relatives were very satisfied with the good range of activities. Managers agreed with us that records could be improved upon to fully demonstrate the ways they achieve good outcomes for every person who uses the service. We will look at planned improvement in this area at our next inspection of the service.

To promote the comfort and safety of residents, the home should be well decorated and well lit. One of the units, in particular, required some attention. We were shown plans that had been drawn up to redecorate and refurnish the unit, with staff helping out. The lighting throughout the home needed to improve to offer a brighter environment for the well-being of residents. The service agreed to send us a copy of the refurbishment plan which will address all areas of the home. This will be an area for improvement.

Residents were supported by well trained and knowledgeable staff. They were vigilant and responsive to the health needs of residents. We sampled care plans and other records relating to the health and well being of residents including complex needs, dementia, spinal injuries, wound management and nutrition. These records were up to date and assessed regularly, staff supported residents in a safe manner. Relatives, in particular, were happy with how their loved ones health needs were being supported with comments such as 'they are well cared for here' and 'my relative looks so much better'.

We found medication management and recording to be variable across the home. We saw progress with some PRN (as required) medication care plans and protocols. However some were not as comprehensive as others. There was no clear overview of the reason for the medication, other than 'pain.' The expected outcome and what this meant for a resident should be recorded to ensure a meaningful record. To protect residents and ensure they receive the medication prescribed for them, accountable and robust records and stock should be kept. This will be an area for improvement.

Areas for improvement

1. All areas within the home, enjoyed by residents, should be pleasant, well furnished and brightly lit. We request a copy of the refurbishment plan to evidence the work the management team have identified needs completed.

HSCS 5.16 The premises have been adapted, equipped and furnished to meet my needs and wishes.

2. Medication management and systems in place for PRN (as required) medication administration should be safe and accountable. The manager should ensure adequate stock of prescribed medication to keep people well. All records should be completed fully to ensure safe care and practice.

HSCS I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned? **4 - Good**

The care plans in place to guide staff who care and support residents were good. The assessment and care planning for each resident helped to support their day to day care. Information was regularly assessed and kept up to date. There was good evidence that residents benefit from this support. For example, a person's wounds had improved.

To promote the mental health and wellbeing of residents, we saw care plans in place when a resident displayed stress and distressed reactions. These were written, on the whole, with compassion and respect. To develop this approach further, staff need to promote the use of words such as stress and distress rather than agitation.

To promote the needs of residents in a meaningful way, staff should record the positive difference their care and support makes to people. We discussed a reliance on records which did not accurately reflect how staff had supported residents to have a healthy, meaningful experience. The monthly evaluations and daily notes did not fully reflect the wishes and preferences of residents as they were generic in tone and information. They were repetitive.

The home acknowledged that the current care plans do not promote a person centred approach or capture all of the information that was important to a resident or their family. The home will be piloting a new care plan system in the near future which will capture staff interactions with residents, and their responses, in a more spontaneous way. We hope this will support staff to write in a more person-centred manner and offer a reflection on how a resident has spent and enjoyed their whole day. We look forward to seeing this new care plan format at our next visit.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 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 area for improvement was made on 17 April 2018.

Action taken since then

We were advised that new care planning system was being introduced as the service had realised that the current system did not support staff to reflect the care and support needs of residents in a person-centred way. The 'pilot' will begin in June 2019. We look forward to seeing the new system at the next inspection. This recommendation has been met.

Previous area for improvement 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 area for improvement was made on 17 April 2018.

Action taken since then

We saw some progress with PRN care planning. The records were better in some units than in others. We saw evidence where staff had really considered the need for the medication, what would work beforehand and how they would measure the effectiveness. With others, the information was brief. For example, 'pain' was recorded but did not guide staff appropriately. This previous recommendation will be incorporated in to an area for improvement about medication management.

Previous area for improvement 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 area for improvement was made on 17 April 2018.

Action taken since then

We sampled records for residents where they had received a variety of care and support assistance with oral care, application of creams and personal care. We read when this care occurred and by whom it was given. The records were more accountable. The medication records were not as accountable as they could be. This will be addressed in the area for improvement about medicine management. This previous recommendation has been met.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	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

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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