

Beechgrove Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
20 May 2022

Service provided by:
Beechgrove CH Limited

Service provider number:
SP2005007826

Service no:
CS2005108192

About the service

Beechgrove Care Home provides a service for seventy older people and five younger adults, with physical and sensory impairment.

The service is situated in a rural location on the outskirts of Lanark. The home is divided into four separate units, three of which can accommodate up to fifteen people and the remaining unit up to twenty-five people. Each unit provides single en-suite bedrooms with shower rooms, with its own lounge/dining areas and small servery area. Additional communal toilets and bathrooms are available throughout the accommodation, as well as a cinema room, bar / function area and library. A central kitchen and laundry are also available on site. There are large enclosed grounds to the rear of the property.

The service's statement of aims and objectives state:

- Aim to provide tender loving care and take time to make a difference.
- Respect our residents and staff.
- Provide care in a manner that promotes residents quality of life.
- Work together as a team.

About the inspection

This was an unannounced inspection which took place on Thursday 19 May 2022 and Friday 20 May 2022. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included, previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we: spoke with five people using the service and two of their family. We spoke with ten staff and management, observed practice and daily life and reviewed documents .

Key messages

- Activities could be further developed.
- People were well looked after.
- Staff were kind and compassionate.
- The service was well led by a committed manager.

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

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

Our evaluation for this key question was overall very good. We found strengths outweighed weaknesses.

We observed that people were treated with compassion, dignity, and respect. People were well presented and appeared comfortable and confident within the home. People we spoke with told us they were well looked after and liked the staff.

Staff were caring, patient and kind in their interactions and demonstrated that they knew the people well and how best to support them. Staff were very good in their approach, helping people to retain independence and alleviate anxiety and distress as much as possible.

We thought that care plans would be more meaningful if they were written in the first person.

People's health needs were recorded and there was a good level of support being provided from both in house and external health professionals, for example, mental health team, district nurse and dietician. This meant we could be confident that people's health needs were being met.

We thought it would be helpful if the service reviewed how it currently administers medication, to ensure it supports people to self medicate where they are able.

We found very good staff competency assessments for administration of medication and use of PPE. This meant we could be confident that staff were using PPE and administering medication correctly to help keep people safe.

People were able to maintain relationships with their friends and family. People enjoyed visits at the home, within their rooms or communal areas, whilst others had gone out of the home and enjoyed visits with friends and family. We could see the value this brought to people in enabling them to sustain important social and emotional connections. We did feel that how people spend their time in the home could be better planned and organised. (see area for improvement 1)

Visiting was taking place in line with the Scottish Government 'Open with Care' and the local health protection team's guidance. The management team had been keeping relatives and representatives updated through social media posts, newsletters and letters being sent to advise on any changes to arrangements. This meant that people's human rights were respected and they were able to enjoy the psychological and social benefits of family visits.

In terms of infection prevention and control (IPC), the care home appeared clean and tidy throughout.

- There were no malodours.
- There was a good stock of Personal Protective Equipment (PPE) around the home with handwashing and disposal facilities in place. The staff team had received training and support to use PPE correctly and were following correct IPC guidance.
- Appropriate signage was in place to inform staff of correct procedures, for example, don and doffing of PPE.
- Staff had received training on infection control training through the NHS TURAS website.

This meant that we could be confident that staff had ample PPE, the necessary skills and training to minimise the risk of infection, as far as is possible, to help keep people safe. Housekeeping staff were undertaking enhanced cleaning each day, to keep all areas clean and this was evidenced by the completion of cleaning schedules.

Areas for improvement

1. The provider should ensure that the range and scope of activities of how people spend their time both inside and outside could be better planned and organised, to ensure people experience a good quality of life.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors. (HSCS 1.25).

We signposted the service to the College of Occupational Therapists publication 'Living well through activity in care homes: the toolkit' and; Care inspectorate publication, 'Care about physical activity- a good practice resource pack', for information and guidance.

How good is our leadership?

5 - Very Good

Our evaluation for this key question was very good. Strengths outweighed weaknesses.

We found that the service had an extensive, comprehensive and effective quality assurance system covering all aspects of how the care home was performing. This meant that we could be confident that the service was very good at identifying any issues and taking appropriate steps to address these.

The manager was responsive and committed to continuous improvement and this was reflected in how the home was performing.

We saw very good competency checks were in place for medication management. This meant we could be confident that people were receiving their medication accurately .

It was good to see that a development plan was in place, which demonstrated the service was committed to continuous improvement .

We were advised that the care home was moving to a new streamlined computerised care planning process. It was good to see that the service completed a monthly report to external management, which demonstrated that the provider had a good overview of the service.

We looked at thank you cards from people who use the service and relatives. All the comments about the service were very positive.

However, we thought that it would have been helpful if these responses were collated and evaluated to help inform improvement.

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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