

Glencairn House Care Home Service

178 High Street
Auchterarder
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Telephone: 01764 662568

Type of inspection: Unannounced
Inspection completed on: 5 February 2018

Service provided by:
Mailler & Whitelaw Trust

Service provider number:
SP2005007541

Care service number:
CS2003009754

About the service

Glencairn House, situated in the Perthshire town of Auchterarder, is a large Victorian House set in three acres of ground. Glencairn House is registered to provide care for up to 30 older people. It has 28 single bedrooms, located on both the ground and first floors, with bedrooms on the first floor accessible by stairs or lift. There are several communal areas and a large garden. Glencairn House may also provide short breaks and respite care. It is owned and managed by Mailler and Whitelaw Trust, a local voluntary organisation.

There are a variety of communal areas and a large garden. 21 bedrooms have en-suite toilet facilities.

Glencairn's aims are:

'To provide a safe, homely atmosphere in which each resident's needs can be met, whilst taking into account choice, dignity, privacy and independence.'

What people told us

Prior to the inspection we sent questionnaires to a sample of residents, relatives and carers. Feedback was very positive and included comments such as:

'My mother is well cared for, she is happy and clean and tidy, I couldn't ask for more.'

'The care received goes above and beyond.'

'The staff are kind and helpful and always keep me informed.'

'I have full confidence in the manager and staff at Glencairn.'

We also spoke to residents and relatives during the inspection, again comments were overwhelmingly positive:

'The staff are very kind to me.'

'If I need anything I just ask.'

'I couldn't be happier with my mothers care.'

Self assessment

A self assessment was not requested this year.

From this inspection we graded this service as:

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

What the service does well

Glencairn House has a relaxed, warm and friendly atmosphere. Relatives are confident that their loved ones are well looked after and are receiving a high standard of care. Individual care and support plans demonstrated that

the care provided was personal to individual residents health and well-being and that the service was able to adapt to residents changing needs. We saw good records of communication with other professionals, their support and guidance was sought as required, and residents care plans were updated accordingly.

Key outcomes such as nutrition and social opportunities were positive. Residents were encouraged to be involved in a range of activities that were meaningful to them and supportive of individuals level of ability and interest. Interaction between staff and residents was positive, and staff were attentive and chatty. Residents were offered choices and their individual preferences, dietary needs and requests were met. The importance of supporting people with their personal care and appearance was valued by the homes management and staff, and this was evident in residents individual sense of style and dress.

Members of staff we spoke to expressed a high level of satisfaction in their work and said they felt valued and supported. Staff were motivated and clear about their role and responsibilities, they knew the residents well and had a good understanding of residents individual abilities and support needs. The manager was very hands on within the service and committed to ensuring a high standard of care, with staff supported through a programme of training and development opportunities.

What the service could do better

All residents had their own named key worker and support plans contained information relevant to promoting their independence and meeting health and well-being needs. We felt that support plans would benefit from additional information regarding what is important to residents i.e personal likes, dislikes and daily routines.

We discussed with the manager the purpose and benefits of developing a Service Improvement plan in order to record and evidence priorities and objectives for Glencairn House over the coming year.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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
27 Sep 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
28 Jul 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
4 Nov 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
11 Oct 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
17 Oct 2012	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
11 Jun 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
14 Feb 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
24 Aug 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	4 - Good
15 Aug 2011	Re-grade	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory Not assessed Not assessed Not assessed
17 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
28 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
17 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
26 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good
3 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate
12 Dec 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 3 - Adequate

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