

Glencairn House Care Home Service

178 High Street
Auchterarder
PH3 1AD

Telephone: 01764 662568

Type of inspection: Unannounced
Inspection completed on: 27 September 2016

Service provided by:
Mailler & Whitelaw Trust

Service provider number:
SP2005007541

Care service number:
CS2003009754

About the service

This service has been registered since 1 April 2002.

Glencairn House is a care home for up to 30 older people owned and managed by the Mailer and Whitelaw Trust, a local voluntary organisation. The service may also provide respite care and short breaks.

The care home is situated close to the centre of the Perthshire town of Auchterader.

The care home is a large Victorian house which has been thoughtfully extended. All rooms are used as single, of which 21 have en-suite toilet facilities. Some rooms are on a higher level, accessible by steps or a lift. There are a variety of communal areas and a large garden.

The home's aims and objectives included, providing 'a Home for life, with Life'.

What people told us

We spoke to residents and family members during our visit to Glencairn House. We also got feedback from questionnaires we sent out. People reported very favourably on the service.

Some of the comments were:

- 'I like the staff a lot'.
- 'Staff are grand, everyone's got a cheery smile'.
- 'It's a very lovely home'.

All people we spoke to said the manager was very approachable and that there was an open door policy for any time they wanted to speak to her.

One resident thought care staff could get more training and this would further improve the care and support but again was broadly positive on the service.

Self assessment

The Care Inspectorate received a fully completed self-assessment from the service provider.

The service provider identified what it did well, areas it had for improvement and plans it had made to address these. We were also informed of any changes to the service in the last 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

We found the care home had a nice, welcoming atmosphere. Family members said this to us, as well. The communal areas, the lounges and dining areas were well decorated and clean.

Residents told us that they felt listened to and that they could make choices. When visiting we saw this happening. Each day, for instance, people made a choice about their meals and if they wanted to have them in their own room then this was arranged. During our visit we saw different examples of residents doing activities both as a group and individually that they enjoyed.

When we observed staff members with residents we saw them sharing a joke with a resident and at other times smiling and laughing. In general staff appeared to know each person well and had built up a rapport.

We found staff members to have a positive attitude, keen to support each resident well and were attentive when spending time with a resident. They had a friendly and kind manner.

All residents had a full assessment of their care and support needs and they had regular review meetings to check all was okay or if any changes were required. Family members often attended these too.

We found that the care home staff members were very good at involving health or social care professionals when they saw that it was necessary to keep someone healthy or safe. Regular contact was made with residents' GPs, the care home liaison nurse and other key individuals.

The manager put a lot of effort into supporting staff members. When recruiting new staff, all the required checks were undertaken and support for new staff was very good. Staff we spoke to also commented, on the whole, positively on training. Generally, we found good staff morale, with staff keen to provide a high standard of caring to residents. We sat in on the daily staff meeting and saw staff were focussed on residents' care needs, raised any concerns and passed on important information.

The manager was seen as very approachable and different people said to us that there was an open door policy for talking to her. We saw that she was very much in touch with what was happening with each resident's care and support. This meant she got to know residents well and was able to respond appropriately and sensitively if they had a concern about their care and support.

Residents at Glencairn had their own group meetings to discuss matters such as planned decoration at the home, outings and entertainment. The manager also had regular meetings with family/relatives of residents. These kind of meetings helped the service provide support and activities that people appreciated and liked.

What the service could do better

We gave feedback to the manager and a board member of the service provider.

Whilst we thought the service was providing a very good level of care and support, we found some areas where the service could improve.

We looked at the information the service held about residents' Power of Attorneys and other forms concerning wishes about health care in situations such as cardiopulmonary resuscitation ('do not attempt cardiopulmonary resuscitation' forms). We found some of the information held incomplete or unclear and we spoke to the manager regarding this. During our visit the manager took immediate action to update and review information

held regarding these matters for each resident. There were still further steps to take so we have made a recommendation for this **(see Recommendation 1 below)**.

When we examined the medication administered records we saw some gaps in these records and at times there was no protocol/specific individual guidance to guide staff for when to give some residents their 'as required' medication. We also discussed and clarified a procedure for liquid 'controlled medications'. We discussed with the manager how we would expect staff to report any gaps in records or for this to be picked up on during an internal audit of the service's medication administering record. Whilst we saw residents were still getting their medication as instructed the recording practice should improve. We made a recommendation for medication recording **(see Recommendation 2)**.

We had further discussion with the manager regarding other areas of care and support. The service, for instance, undertook 'Waterlow' assessments to assist them to decide on what care each resident needed with their skin to prevent any concerns such as skin breakdown. These were not always completed fully and whilst we saw no concerns arising as this occurred for people who were low risk we did advise that an audit of such assessments periodically would help to ensure that these assessments were completed fully. Generally, we thought the service could introduce a monitoring/audit process for each resident's care and support file that would confirm all key information is present, any assessment or document is up to date and that information is completed to a good standard.

We discussed with the manager how we found the staff members very positive and motivated to support residents well. To help staff develop and maintain high standards we would encourage that the manager continues to ensure each staff member has regular supervision meetings as this did not always happen. We saw opportunities through supervision and team meetings for staff member's to reflect on the experience of care and support for each resident and what could help it continue positively and make it even more person centred.

During our inspection visit some discussion also took place around the management of residents' finances and steps the service had taken and we also talked about some improvements that could be made for residents at meal times.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service provider should make sure that all information the care home requires to hold about a person to provide care and support is up to date and checked regularly. Management and staff should be aware of their responsibilities under the Adults with Incapacity (Scotland) Act 2000.

National Care Standards Care homes for Older People. Standard 5: Management and Staffing Arrangements and Standard 8: Making Choices

2. The service provider should ensure that measures for the management of medication, for example, the medication administering record (MAR sheet), are completed and best practice guidance is followed.

National Care Standards Care homes for Older People. Standard 15: Keeping Well - Medication

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
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

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 4 - Good
24 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 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	3 - Adequate 4 - Good

Date	Type	Gradings	
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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