

Care service inspection report

Full inspection

Craigielea Care Home Care Home Service

French Street
Renfrew



HAPPY TO TRANSLATE

Service provided by: Tower Bridge Homes Care Limited

Service provider number: SP2011011671

Care service number: CS2011300260

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and 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.

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of care and support	5	Very Good
Quality of environment	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

We found that the service had a variety of activities in place which residents could take part in, if they wish to do so.

We observed good staff practice and interaction with residents during activities.

We found that the service had a large outdoor space for residents and their carers/friends to use.

What the service could do better

We found that the service should continue to support participation for residents and their carers/friends. This is to support residents to give their views and preferences.

What the service has done since the last inspection

We found that the service continued to provide a very good standard of care within a suitable environment.

Conclusion

We found that residents should continue to be supported to make use of the garden area.

1 About the service we inspected

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.

The service is based in a modern, purpose built care home, with single ensuite accommodation on two floors and four individual units.

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 and there are shops and other facilities nearby.

The aims of Craigielea Care Home include providing a quality service tailored to individual needs.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people

using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of care and support - Grade 5 - Very Good

Quality of environment - Grade 5 - Very Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

We wrote this inspection report following an unannounced inspection which took place over a period of three days. We visited the service on 5, 7 and 8 June 2016. Feedback was given on 8 June 2016.

We sent 25 care standards questionnaires to the manager to distribute to residents and their carers/friends. Five questionnaires were returned to us.

We met with residents and their carers and friends during the inspection visit.

We also spoke with the manager and met with 15 staff members during the inspection visit.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an

inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service submitted its self assessment.

Taking the views of people using the care service into account

The views of residents are contained in this report.

Taking carers' views into account

The views of relatives/carers and friends are contained in this report.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

“We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.”

Service strengths

We found that the service provided a very good standard of care and support.

We observed staff practice with residents and found that this was supportive, with staff members ensuring that residents were comfortable and at ease within the service.

Residents clearly enjoyed activities, particularly music events involving singing and dancing, as well as making use of the outdoor space.

We found that residents were also supported to take part in arts and crafts, baking, including afternoon tea, musical events, hairdressing and outings to places of interest.

We saw that the service continued to promote activities within the service and the outdoor garden areas. We found that residents enjoyed being outside, particularly when the weather was sunny.

We spoke with residents and their carers/friends and they felt that activities were very good, with a range of options.

We sent questionnaires to residents and their carers/friends with five returned. People who completed our questionnaires strongly agreed or agreed with the following statement:

- There are frequent social events, entertainment and activities organised that my relative/friend can join in if they want to.'

Areas for improvement

We found that the service should continue to promote residents' participation in aspects such as the activity programme as this may support residents to settle into the care home.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“We ensure that service users' health and wellbeing needs are met.”

Service strengths

We found that the service provided a very good standard of care and support. We concluded this after we:

- looked at care plan information including associated documentation
- spoke with staff members and observed activities
- looked at the service's home report
- looked at the minutes of previous resident and relative meetings.

We observed that staff supported residents to make choices in relation to what residents would wear. Residents were well dressed, clean and tidy. We also noted that staff members continued to support residents in relation to their personal care.

We looked at care plan information and associated documentation. We found that care plans had a good level of detail, with person centred support in place for residents including Look It's Me documentation which provided information for staff members in relation to residents and their views and preferences.

We found that care plans were evaluated and updated in relation to the residents' care and support needs. Residents were supported to make choices in relation to menu planning and activities.

We sent care standards questionnaires to the service, five completed questionnaires were returned. Those who completed questionnaires strongly agreed or agreed with the following statements:

- The meals provided are nutritious.
- There are always snacks and hot and cold drinks available.

We saw that reviews were in place for residents, with additional input from others within the support network to provide support.

We found that next of kin information was completed as part of the care plan.

We found that staff members supported residents to take part in a range of activities. This supported individuals to take part in indoor and outdoor activities.

Areas for improvement

We found that the service should continue to ensure that residents are well presented.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of environment

Grade awarded for this theme: 5 - Very Good

Statement 2

“We make sure that the environment is safe and service users are protected.”

Service strengths

We found that the care home environment was of a very good standard, with a number of sitting and dining areas which residents could use if they wished to do so.

The care home was decorated to a very good standard and there were no offensive odours evident.

We found that the service had furnished bedrooms within the care home which included additional equipment which may assist residents in relation to their care and support.

There was a sufficient number of staff members available to provide care and support within a supportive environment.

We saw that maintenance staff completed health and safety and infection control training.

We found that water temperatures were tested during maintenance checks to help ensure safety.

The service continued to maintain and update signage for residents and their carers/ friends. We found that this would assist residents to locate their areas.

We sent care standards questionnaires to the service, five completed questionnaires were returned. People who completed questionnaires strongly agreed or agreed with the following statements:

- I am confident that my relative/friend is safe and secure in the care home.
- The home is clean, hygienic and free from smells.
- My relative/friend's personal property and clothing are clearly marked and properly cared for, and are not used by others.

Areas for improvement

We found that the service should continue to promote activities within and outwith the care home.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“The environment allows service users to have as positive a quality of life as possible.”

Service strengths

We found that the care home environment was of a very good standard.

We looked at the bedroom areas and found that rooms were spacious with a variety of pictures and paintings which residents enjoyed.

We found that the service responded promptly to repairs and there was ongoing maintenance of the home.

Areas for improvement

We found that the service should continue to review and promote person centred signage for people living with dementia.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of staffing

Grade awarded for this theme: 5 - Very Good

Statement 3

“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

Service strengths

We found that the service provided a very good level of support.

We found that training opportunities were in place, with a very good number of staff members providing care and support. We found that residents enjoyed chatting with staff, including the ongoing sing-a-longs within the care home.

We spoke with staff members and were advised that they had access to training opportunities.

We were advised by the provider that staff had access to a variety of training including:

- moving and assisting
- first aid
- supporting people with dementia.

Staff members confirmed that they could approach the manager for additional training, if they wished to do so.

Areas for improvement

We found that the service continued to provide a very good standard of care and support.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We ensure that everyone working in the service has an ethos of respect towards service users and each other."

Service strengths

We found that the service provided a very good level of support.

We saw that staff members worked well having discussions with residents and their carers/friends as well as family members.

Comments included:

'Staff are excellent.'

'So far, so good, only been here for 4 weeks.'

'Yes I am happy to be here and like the banter.'

Areas for improvement

We found that the service should continue to offer a variety of activities within and outwith the service. This should include making good use of outdoor space.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of management and leadership

Grade awarded for this theme: 5 - Very Good

Statement 3

“To encourage good quality care, we promote leadership values throughout the workforce.”

Service strengths

We found that the service provided a very good level of support.

We found that the service provided a handy newsletter which highlighted outings to places of interest.

We found that there was useful signage at the service and no offensive odours were evident.

We found that staff members, from all departments, supported residents to receive a very good standard of care and support from staff.

Areas for improvement

We found that the service should continue to promote participation in aspects of care and support, such as activities and menu planning.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

"We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide."

Service strengths

We found that the service provided a very good level of support.

We found that residents continued to receive a very good standard of care and support.

We observed staff practice and interaction with residents, their carers and friends. Comments from residents and their carers/friends included:

'The staff always treat the residents with respect and take time to assist them in need and always talk with them as individuals.'

'I am comforted by the fact that my mother, who has dementia, is being cared for in Craigielea home, and I am a hundred percent certain that I have made the right choice in what care home my mother lives in.'

'Absolutely no complaints or issues regarding the quality of loving care and attention delivered by all members of staff.'

We found that staff members had an open door policy to discuss any issues that may arise. Any issues could also be addressed at the regular meetings between staff and residents and relatives. Additional comments included:

'I am very pleased with the care my mother has, since she was admitted 16 months ago. Her medication has been less and I have had no phone calls about her behaviour or falling.'

'The staff are always very polite and helpful.'

'We have no complaints, but rather cannot sing the praises of the staff highly enough. Their attentiveness and care are first rate and they have always responded swiftly and positively to my questions or requests.'

'My mother is safe, well-cared for and happy, so a big thanks to Craigielea.'

'I have found from the moment you enter Craigielea to when you leave, all the staff in the office to the young men who work in the kitchen, have a warm and friendly approach to all visitors.'

'The entrance area is bright and cheerful and changes with the seasons and festivals. It is full of chatter and noise which puts people at ease.'

'Over the past three years I have seen new relatives and friends going from tense, guilty feeling people to relaxed smiling individuals.'

'I cannot praise the staff enough. It is well run and carers go out of their way to sing, laugh, dance as well as carrying out their duties.'

'A wonderful caring atmosphere.'

'Staff are excellent.'

We sent care standards questionnaires to the service. We found that people who completed the questionnaires strongly agreed or agreed with the following statements:

- My relative/friend is encouraged to make choices about all aspects of their life in the care home.
- My relative is not discriminated against by any aspect of this care home.
- I am confident that staff have the knowledge and skills to care for my relative/friend.

- There are enough trained and skilled staff on duty at any point in time to care for my relative/friend.
- Staff treat my relative/friend politely at all times and respect their individuality.

Areas for improvement

We received the following comments from residents and their carers/friends.

'Sometimes it is hard to get in to the care home at weekends, if security number has changed or I have forgot it.'

'Clothes seem to get mixed up when coming back from washing.'

We found that the service should ensure that residents and their carers/friends are supported to give their views and preferences within the care home setting.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

4 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

There are no outstanding recommendations.

6 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

7 Enforcements

We have taken no enforcement action against this care service since the last inspection.

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings	
28 Oct 2015	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good
29 Oct 2014	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 4 - Good 5 - Very Good 4 - Good
27 Nov 2013	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 5 - Very Good 4 - Good
6 Dec 2012	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good
27 Feb 2012	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good

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