

Camilla House Care Home Care Home Service

19 Grange Terrace
Edinburgh
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Telephone: 01316 621 114

Type of inspection:
Unannounced

Completed on:
19 September 2023

Service provided by:
Sanctuary Care Limited

Service provider number:
SP2019013443

Service no:
CS2019378608

About the service

Camilla House Care Home is registered to provide 24 hour care for up to 39 people. At the time of inspection 35 people were living in the home.

The home is situated in the south-east side of Edinburgh within the Grange area and is accessible by public transport. Camilla House is a large detached Victorian villa with an extension adjoining.

Accommodation is provided over three floors, with stairs and passenger lifts giving access to the upper and lower floors.

There are 39 bedrooms. Eight bedrooms have en-suite, with toilet and wash hand basin and six have en-suite with bathing facilities. Toilets and bathing facilities are available on each floor. There is a pleasant enclosed garden area for residents use. Car parking is available in the grounds.

The service provider is Sanctuary Care Limited.

About the inspection

This was an unannounced inspection which took place on 11 September 2023. The inspection was carried out by one inspector from the Care Inspectorate. Alongside our visit, we spent time examining evidence remotely and having communication via email and phone with staff, relatives and other professionals.

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 seven people using the service and 13 of their relatives
- spoke with 24 staff and management
- observed practice and daily life
- reviewed documents
- received feedback from health professionals.

Key messages

- Staff were warm, kind and respectful.
- An active programme of events was organised which at times involved the local community.
- Management had very good oversight of the home. They were viewed as approachable and responsive by people who lived at Camilla House and/or their relatives.
- Management had a reflective and positive learning ethos.

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
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	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

We found significant strengths in aspects of the care and support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People living at Camilla House and their relatives told us the staff team were warm, kind and respectful and were always there when needed. One person told us they felt listened to and could raise any issues they had with staff or management at any time and residents' meetings 'were good opportunities to discuss things.' This person told us about 'how the light shining on the television meant other people couldn't see and they were going to discuss it with the manager and raise it at the next meeting.'

We observed support being provided to people at a pace that suited their needs. Staff were caring and engaged with people in a professional manner. People could be confident their voice would be heard and their citizenship rights would be actively supported. Any complaints raised were addressed. There was an open and positive culture embedded where management listened to and responded to concerns appropriately.

People were offered a range of activities which promoted meaningful stimulation and engagement. This gave opportunities for people to get the most out of life. Activities ranged from treasure hunts in the local community, children's nursery visits, fitness classes to quizzes and, for one person, an invite to the hospitality suite of their favourite football teams. Birthdays were celebrated with the staff coming together as a choir to sing and deliver home made cake. A relative told us: 'I love it when my relative winks and waves a hand to the staff as they do their duties. Staff always respond with a smile of acknowledgment!' These actions let me know they are comfortable in their living environment. My relative greeted people in this way when well and living independently in the community.'

People's health needs were managed well with support from local health professionals. One told us: 'Camilla House staff support the care needs and wellbeing of their clients to a very high standard.'

The home used an electronic medication system which worked well and was well monitored. We asked for some PRN (as required medication) protocols to have additional information added to ensure sufficient guidance was in place for staff to follow.

Staff were proactive in support of people's changing needs. Where a resident became distressed, they offered reassurance and encouragement. We could see in daily notes comments which showed staff knew people well and how to support them at these times: 'offered X a shower this afternoon as it helps calm them when feeling upset.'

We did an observation at lunch and saw people enjoying their meals. People were offered a visual choice and if not to their liking another option would be offered. Staff were observant of people throughout the meal time and identified where something was missing, for example, a specific cup which enabled a person to drink independently. The mealtime experience for people was relaxed and enjoyable.

People had sufficient access to fluids and nutrition throughout the day either in communal areas or within their rooms.

How good is our leadership?**5 - Very Good**

We found significant strengths in aspects of the care and support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The management team were very proactive with a clear vision to provide high quality care and support. We had a very positive response from staff and relatives telling us they felt supported and listened to by management. One relative described management as 'calm and knowledgeable.'

Detailed quality assurance systems provided very good evidence which enabled management to identify opportunities to continually develop, learn and support people well. For example, the monitoring of people's weights which identified any unplanned weight changes could then be escalated to health professionals for support.

Accidents and incidents were well managed however, some were not being notified to the Care Inspectorate as per regulatory guidance. We discussed this with management and received an undertaking this would be addressed.

The management team collated information from relatives and residents' meetings, surveys and from staff meetings which ensured people were involved in the development of the service. Meaningful engagement evaluation forms, enabled relatives to be included in their loved ones day. A quote from a staff meeting read: 'families are part of our family, we want to welcome them into the Home.'

A very detailed improvement plan had been developed as a result of these systems. This was linked to the Care Inspectorate Quality Framework for Care Homes for Adults and Older People. There was very good management oversight of Camilla House and we had confidence a fluid and stable leadership team was in place who worked hard to provide reassurance to supported people and their relatives.

How good is our staff team?**5 - Very Good**

We found significant strengths in aspects of the care and support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff had a good range of mandatory training and support available to them to ensure they had the skills and knowledge to support people well. Any gaps within staff training were monitored and staff were encouraged to complete these quickly.

The depute manager was due to commence train the trainer for promoting excellence in dementia care. This will further enhance staff skills in this area.

Competency observations for staff practice had commenced and we advised some areas for this to be developed further. We could see constructive discussions within staff meeting minutes to support and monitor staff practices. This included reflective discussions with staff on how to support people living with dementia well.

Staff spoke openly of what they had learned whilst working at Camilla House and there was an eagerness to learn more. They spoke of feeling supported and would regularly receive feedback on their practice which they appreciated and said it helped their development. There was a positive learning culture embedded within the home.

There were very good safer recruitment systems in place which monitored staff work permits and regulatory registrations. This meant people could be confident staff were being recruited safely.

How good is our setting?

5 - Very Good

We found significant strengths in aspects of the care and support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Camilla House was described by relatives as 'warm and friendly' which is how we found the home at our visit.

The home was clean with bedrooms being personalised and airy. People had access to a pleasant garden area which also offered areas to shade from the sun in warm weather.

There were sufficient PPE stations and we observed staff following good infection control practices throughout the visit.

Maintenance checks to ensure equipment was fully operational and safe to use were in date. We highlighted a few pieces of equipment which were in need of replacement. Due to age and damage these could be a potential site of harbouring bacteria and an infection control risk. We asked management to audit these to ensure all equipment in the home is in good working order and free from any risks to people living and working in the home.

How well is our care and support planned?

5 - Very Good

We found significant strengths in aspects of the care and support provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

A new electronic care planning system had recently been introduced. Generally, these held very good information and guidance to support people well.

There were a few areas within some plans which would benefit from more information relating to supporting someone who was experiencing distress or needed some encouragement.

Guidance supporting people with positioning could be further enhanced with visual guidance. This would aid staff in ensuring the person is in the correct position to be comfortable and safe either in their recliner chair, wheelchair or bed.

All plans held end of life information which had been discussed with relatives on admission to the home and was reviewed regularly with relatives and loved ones during their care and support review. This ensured any changes were correct and up to date.

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

The service should review how residents have regular access to nutrition including fluids while in their own rooms. They should consider maintaining records for people who rely on staff support to eat and drink.

This ensures that care and support is consistent with the Health and Social Care Standards, which state: 'My care and support meets my needs and is right for me' (HSCS 1.19).

This area for improvement was made on 15 September 2020.

Action taken since then

Fluids were available for people to access themselves throughout the day within the lounge and bedrooms and regular refreshments were offered to people. Some people had their own fridge within their rooms to keep snacks of their choice. Records were held within support plans.

This area for improvement has been met.

Previous area for improvement 2

The service should ensure that people have an anticipatory care plan (ACP) in place that reflects their wishes and where appropriate, those of their representatives.

This ensures that care and support is consistent with the Health and Social Care Standards, which state: 'I am supported to discuss significant changes in my life, including death or dying, and this handled sensitively' (HSCS 1.7).

This area for improvement was made on 15 September 2020.

Action taken since then

Detailed information for end of life care was available in support plans. There was also information to guide review of ACP within support plan review paperwork.

This area for improvement 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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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