

Glenfairn House Nursing Home Care Home Service

28 Racecourse Road
Ayr
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Telephone: 01292 610 770

Type of inspection:
Unannounced

Completed on:
22 May 2023

Service provided by:
Gate Healthcare Ltd

Service provider number:
SP2003000269

Service no:
CS2003001322

About the service

Glenfairn House Nursing Home is registered to provide a care home service to 65 older people. The provider is Gate Healthcare Ltd which is part of Sanctuary Care Limited.

The service is located near to Ayr town centre and consists of a detached, stone property with a large modern extension to the side and rear.

All the accommodation is single bedrooms, many with en-suite facilities. There are a choice of lounges and dining areas for people to use. There is a large, well maintained garden area for residents and their families to enjoy.

At the time of the inspection, there were 51 people being supported in the service.

About the inspection

This was an unannounced inspection which took place on 16 and 17 May 2023. The inspection was carried out by two inspectors 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 15 people using the service and 6 family members
- spoke with 14 staff and management
- observed practice and daily life
- reviewed documents

Key messages

Staff showed kindness and patience towards people living in the home.

The programme of redecoration and refurbishment has made a positive difference to the environment of the home.

We saw good teamwork between the staff teams.

People benefited from being supported by knowledgeable and competent staff.

The service was in a period of transition with electronic care planning systems.

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?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	4 - Good
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People living in Glenfairn House were supported by staff who were familiar with their needs and preferences. This helped support people's choices. Staff had a good awareness of the importance of maintaining individual's privacy. We saw that staff were respectful when supporting people. People using the service told us that staff were friendly and kind. We saw warm relationships between people living in the home and the staff.

There was a weekly diary of activities that people could take part in. Some people told us how much they enjoyed taking part, particularly in the musical events. We saw that some people who were living with dementia had fewer opportunities to join in with activities. There were occasions when care staff could have been supporting people with meaningful activities. There was a need to improve the availability and range of meaningful activity for everyone to prevent people feeling lonely or isolated. This should include developing community links to support people to keep in touch with friends and groups in their local area. **See Area for Improvement 1.**

People living in the home commented positively about the quality of the food served and range of menu choices. Mealtimes were generally well managed. Staff supported people to eat and drink without rushing. Most staff understood the importance of developing mealtime into a social event to ensure that people could enjoy their meals in a calm and unhurried way. Mealtimes could be further improved by ensuring that people were not waiting in the dining room for long periods before the meal was served. Having a designated person to lead on the mealtime management would further improve the experience for people. **See Area for Improvement 2.**

People living in Glenfairn House benefit from being supported by a skilled, knowledgeable team of nursing and care staff. External healthcare professionals were called promptly for advice and support when needed. We saw records detailing the outcomes of these visits. Advice and changes to treatment were reflected into plans of care to ensure people's healthcare needs were supported. Family members commented that they felt reassured that their relatives were receiving good support with health needs. Families told us that they were kept up to date with any changes in their relative's health.

There were good systems in place to ensure that the overview of clinical issues and risk management were kept up to date and that people's healthcare needs were being managed effectively.

Medication was being managed safely and effectively to support individuals' healthcare needs.

The service was in the process of changing the format of personal plans from paper to digital. There were plans in place to manage this project. Staff had received training on the new system. The digital records will help improve the accuracy of information and ensure that information to direct staff is kept up to date.

Areas for improvement

1. To support better outcomes for people linked to their choices and preferences, the service provider should enhance the range and access to meaningful activities throughout the home.

This should include but not be limited to developing links with the local community.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'I can chose 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).

'I can maintain and develop my interests, activities and what matters to me in the way that I like.' (HSCS 2.22).

2. The provider should improve mealtime management by improving leadership for the staff team supporting people to eat and drink.

There should be ongoing assessment and monitoring of mealtimes to ensure that they are well managed.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'If I need help with eating and drinking, this is carried out in a dignified way and my personal preferences are respected.' (HSCS 1.34).

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People living in the home and their family members commented that the management team were visible in the home. They said that concerns were listened to, and action taken to make improvements.

A culture of continuous development and improvement was being supported by the effective use of the providers quality assurance system. The quality of service provision was being assessed and monitored by auditing specific areas such as record keeping, staff training, health and safety and medication management. The service had used the outcomes of audits and views of people using the service to inform the development plan for the service.

People living, visiting and working in the home were encouraged to voice their views about the quality of the service and were involved in the decisions being made about service improvements.

Care reviews were being carried out on a six-monthly basis to ensure that people and their families had formal opportunity to comment of current care and support and plan future care.

We noted that there had been improvement in many aspects of care and support experienced by people living in Glenfainn House. This demonstrated that the quality assessment systems were effective in driving improvements.

To make further improvement the service should continue to develop 'champions' within the staff teams to lead on specific aspects of care and support.

This would enhance the knowledge of staff, support ongoing assessment of staff practice and improve outcomes for people living in the home.

See Area for Improvement 1.

Areas for improvement

1. To support effective assessment of staff development and provide role models within staff teams the provider should introduce 'champions' across the range of care and support provided in the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People spoke highly of the skills, knowledge and kindness of staff. We saw good teamwork across the different teams working in the home which helped support positive outcomes for people.

There was a training plan in place to ensure that staff received training appropriate to their role. This ensured that staff knowledge and practice was up to date and relevant. There were systems in place to directly observe staff practice. This helped assess staff competencies and that their practice positively impacted on the care and support of people.

The provider was introducing a new dementia strategy. This included a plan for supporting the learning and development of all staff teams regarding dementia care. We will assess the impact this strategy has on improving outcomes for people living with dementia at the next inspection.

Staff told us they felt supported and had access to regular supervision sessions. This provides opportunity for staff to discuss their learning needs and reflect of their practice.

The keyworker system needs to be further developed and re-established in the home. This would support individuals and their family and provide stronger communication pathways.

See Area for Improvement 1.

Areas for improvement

1. To improve connections and communication between people, their families and staff the provider should develop a keyworker system in the home. Staff assigned as keyworkers should have clear guidance regarding their role and responsibilities.

'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential.' (HSCS 1.61).

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).

How good is our setting?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

There was an ongoing programme of redecoration and refurbishment taking place. The service had used the Kings Fund audit tool 'Is your care home dementia friendly'. They were using the outcome of this audit to inform on-going development of the home. This helps ensure that any changes to the setting would be suitable for the people living there.

We saw improvement to the environment. People told us that the changes they saw to the décor and the layout had made a difference and that the home was looking much nicer. People said that they were comfortable in Glenfairn House and found it homely.

The home was clean and clutter free. Housekeeping staff were aware of their role and responsibility to ensure good standards of cleanliness. Regular audits of the environment ensured that standards were maintained.

The maintenance team were working hard to ensure that regular health and safety checks were up to date. This ensured that people living, visiting and working in the home were safeguarded from harm.

The garden areas were well maintained. We saw that raised beds had been introduced to support people who wanted to spend time gardening.

How well is our care and support planned?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

It's important that personal plans reflect the wishes and choices of people as this helps to guides staff to have regard for people's choices in the way they wish to be supported and respects their decisions.

Personal plans contained some information about individuals needs and choices demonstrating knowledge of staff. This could be further improved by including information about peoples preferred routines and what is important to the person. More focus on people's abilities and what they can do for themselves would guide staff to promote individuals' independence. This helps promote a person-centred approach, guide staff and respect people's choices.

See area for improvement 1.

Personal profiles had been developed for each person and were going to be displayed in the person's bedroom. This would help initiate conversations and help newer staff get to know people.

Areas for improvement

1. The provider should ensure that personal plans are developed in consultation with the individual and their representative to reflect a responsive, person-centred approach, taking account of individuals choices, preferences and abilities.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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