

## Craigbank Care Home Care Home Service

80 Saracen Street  
Glasgow  
G22 5AD

Telephone: 0141 336 6363

Type of inspection: Unannounced  
Inspection completed on: 26 August 2016

**Service provided by:**  
BUPA Care Homes (CFHCare) limited

**Service provider number:**  
SP2003002226

**Care service number:**  
CS2003001022

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on April 2011.

Craigbank Care Home is registered to provide care and support for a maximum of 61 Older People with dementia. The service offers single en-suite accommodation over two floors, each unit has its own living and dining room. The ground floor unit offers residential care and the upper floor units offer nursing care.

The service is located close to local amenities and public transport. There is parking to the front of the home and enclosed gardens to the rear of the building.

The service's aims, as stated in its information leaflet, states:

"At Craigbank, we can offer care to suit individual needs. Long term specialist dementia care for those requiring this level of care: specialist dementia and residential care for residents needing assistance with daily living."

## What people told us

We sent questionnaires to the manager to distribute to residents and relatives. Twenty-two residents and six relatives returned completed questionnaires. They were all very happy with the quality of care received. Comments were:

'I am happy the way things are in the home'

'I like the staff in the care home, they treat me well'

'the staff take me to watch my favourite team at Celtic Park'

'I chose wallpaper for my room to my taste and staff let me help to decorate it'

'staff are great in this care home'

'every member of staff plays their part in the care of my wife, if it wasn't for them doing what they do I wouldn't be able to do what I do. These people do a brilliant job looking after my relative, they're second to none'.

An inspection volunteer, who is a person who has experience of using care services, spoke with nine residents who were overall positive about living in the home:

'Very nice here'

'Can get up and go to bed when I want'

'The laundry is very good'

'Food is very good'

'I listen to music and watch TV'

'I go in the garden in fine weather'

'I can play chess or have a game of pool'

'Haven't been on a trip yet - hoping to go to Saltcoats'.

We also used the Short Observation Framework for Inspection (SOFI 2) to directly observe the experience and outcomes for people who were unable to tell us their views.

Although we saw staff in attendance with residents in the lounge area, treating them with respect and warmth, staff did not always engage in meaningful interactions with residents. We saw residents sitting in front of the television, sleeping or withdrawn from what was going on around them. Residents were woken to be offered a drink and snack from the tea trolley.

## Self assessment

The Care Inspectorate received a completed self-assessment document from the manager. We were satisfied by the way the manager completed this and with the relevant information included for each heading that we grade services under.

The manager identified what they thought the service did well, some areas for development and any changes they had planned.

## From this inspection we graded this service as:

|   |              |
|---|--------------|
| <b>Quality of care and support</b>          | 4 - Good     |
| <b>Quality of environment</b>               | not assessed |
| <b>Quality of staffing</b>                  | not assessed |
| <b>Quality of management and leadership</b> | 4 - Good     |

## What the service does well

We saw that there were various ways which residents and relatives were kept up to date and encouraged to be involved in making decisions about living in the home.

From observing interactions between residents and staff, viewing documentation, speaking with residents, relatives and staff, we found that people's care needs were being met to a good standard. We also saw that relevant health professionals were involved where additional advice was needed to improve the outcomes for individual residents.

A sample of medication records viewed showed a good use of 'as required' protocols and recording when medication was refused or withheld. We saw that regular audits were carried out to monitor staff practice and ensure that residents received their prescribed medication.

We were satisfied with the service's protection procedures and monitoring of accidents and incidents to keep residents safe.

We saw that the service was focusing on improving their garden area so that residents could enjoy being outside in a safe space. The availability of staff, use of colours, points of interest and seating all contributed to encouraging residents to go outside more.

Staff had also introduced the use of music with iPods which had been successful in reducing the distress of some residents.

We saw that staff continued to receive a good level of training and support through staff meetings and individual supervision meetings. All care staff were registered with the Scottish Social Services Council and being supported

to achieve the relevant qualification. The development of 'champions', named nurse and keyworker groups should lead to consistency and improvements in care.

The staff's last survey showed an overall increase in satisfaction across all areas from the previous year's survey. An action plan had been developed to improve the involvement of staff and the recognition they receive for the work that they do.

The service and external management continued to carry out numerous audits to monitor staff practice and residents care. Most of the audits reflected good practice with some areas for improvement and how these were to be addressed.

The inspector volunteer found lunchtime to be a calm experience with good choices for residents. It was a nice sunny day and residents were enjoying sitting out in the garden with ice creams and having a sing song with staff.

## What the service could do better

The service needed to continue to encourage residents and relatives' involvement in staff recruitment, their self-assessment and relevant discussions at care review meetings, in order to make living in the home better for residents.

Care documentation did not always reflect the outcomes or evaluations of the care needs identified. For example, where there were a number of accidents or incidents, where records such as food, fluid, oral care, positional change charts were in use or visits from health professionals had taken place, there was no indication if the planned care had resulted in the desired outcome for the resident and if not what other measures were being considered. The use and completion of care documentation by staff also needed to be consistent across the home.

We found that some topical medication prescriptions did not give clear directions as to how and when to use and non-medicated creams were being recorded as 'applied by care staff' but this did not always reflect the prescribed frequency and was not signed by the person applying the cream. The provider was planning to contact the Care Inspectorate's Pharmacy Adviser to discuss this further.

The monthly analysis of accidents and incidents could be further improved by reflecting if any residents had recurring events.

The manager had completed the Kingsfund environmental assessment tool and it would be good to see what action could be taken to further improve areas scored 3 or less. We found that the path around the garden was not level but it was hoped that the planned installation of handrails would go some way to help with this. The further development and maintenance of points of interest or destination areas within the home and Namaste care, which is sensory therapy for those with more advanced dementia, would help to improve the outcomes for individual residents.

Although we saw that there had been a number of audits carried out, we could not always see what action had been taken to address an areas highlighted and that improved outcomes for residents were evident as a result. This was particularly evident with the medication, daily walk round and care plan audits.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. The manager should ensure that care information is up to date and reflective of the action taken to minimise any issues identified.

National Care Standard Care Home for Older People: Standard 6 - Support arrangements; Standard 5 - Management and staffing arrangements.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

| Date        | Type        | Gradings   |
|-------------|-------------|--|
| 29 May 2015 | Unannounced | Care and support 4 - Good<br>Environment 5 - Very good<br>Staffing 5 - Very good<br>Management and leadership 4 - Good |
| 19 Dec 2014 | Unannounced | Care and support 4 - Good<br>Environment 4 - Good<br>Staffing 4 - Good<br>Management and leadership 4 - Good           |
| 31 Jul 2014 | Unannounced | Care and support 4 - Good<br>Environment 3 - Adequate<br>Staffing 4 - Good<br>Management and leadership 4 - Good       |
| 28 Feb 2014 | Unannounced | Care and support 4 - Good<br>Environment 3 - Adequate  |

| Date        | Type        | Gradings                  |              |
|-------------|-------------|---------------------------|--------------|
|             |             | Staffing                  | 4 - Good     |
|             |             | Management and leadership | 3 - Adequate |
| 16 May 2013 | Unannounced | Care and support          | 4 - Good     |
|             |             | Environment               | 4 - Good     |
|             |             | Staffing                  | 4 - Good     |
|             |             | Management and leadership | 4 - Good     |
| 24 Oct 2012 | Unannounced | Care and support          | 4 - Good     |
|             |             | Environment               | 4 - Good     |
|             |             | Staffing                  | 4 - Good     |
|             |             | Management and leadership | Not assessed |
| 1 May 2012  | Unannounced | Care and support          | 3 - Adequate |
|             |             | Environment               | Not assessed |
|             |             | Staffing                  | Not assessed |
|             |             | Management and leadership | 4 - Good     |
| 20 Dec 2011 | Unannounced | Care and support          | 2 - Weak     |
|             |             | Environment               | Not assessed |
|             |             | Staffing                  | Not assessed |
|             |             | Management and leadership | 3 - Adequate |
| 26 Jul 2011 | Unannounced | Care and support          | 3 - Adequate |
|             |             | Environment               | Not assessed |
|             |             | Staffing                  | Not assessed |
|             |             | Management and leadership | Not assessed |
| 22 Apr 2011 | Unannounced | Care and support          | 2 - Weak     |
|             |             | Environment               | 3 - Adequate |
|             |             | Staffing                  | 3 - Adequate |
|             |             | Management and leadership | 3 - Adequate |
| 21 Jan 2011 | Unannounced | Care and support          | 2 - Weak     |
|             |             | Environment               | 2 - Weak     |
|             |             | Staffing                  | Not assessed |
|             |             | Management and leadership | Not assessed |
| 23 Sep 2010 | Unannounced | Care and support          | 2 - Weak     |
|             |             | Environment               | 2 - Weak     |

| Date        | Type        | Gradings                  |              |
|-------------|-------------|---------------------------|--------------|
|             |             | Staffing                  | Not assessed |
|             |             | Management and leadership | Not assessed |
| 9 Jun 2010  | Announced   | Care and support          | 4 - Good     |
|             |             | Environment               | 4 - Good     |
|             |             | Staffing                  | 4 - Good     |
|             |             | Management and leadership | 4 - Good     |
| 19 Feb 2010 | Unannounced | Care and support          | 3 - Adequate |
|             |             | Environment               | 3 - Adequate |
|             |             | Staffing                  | 3 - Adequate |
|             |             | Management and leadership | 3 - Adequate |
| 24 Sep 2009 | Unannounced | Care and support          | 3 - Adequate |
|             |             | Environment               | Not assessed |
|             |             | Staffing                  | Not assessed |
|             |             | Management and leadership | 3 - Adequate |
| 29 Jun 2009 | Announced   | Care and support          | 2 - Weak     |
|             |             | Environment               | 3 - Adequate |
|             |             | Staffing                  | 3 - Adequate |
|             |             | Management and leadership | 2 - Weak     |
| 12 Jan 2009 | Unannounced | Care and support          | 2 - Weak     |
|             |             | Environment               | 3 - Adequate |
|             |             | Staffing                  | 3 - Adequate |
|             |             | Management and leadership | 3 - Adequate |
| 29 May 2008 | Announced   | Care and support          | 2 - Weak     |
|             |             | Environment               | 4 - Good     |
|             |             | Staffing                  | 2 - Weak     |
|             |             | Management and leadership | 3 - Adequate |

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