

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.

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:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	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.

Inspection and grading history

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

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