

# Buchanan House Care Home Service

5 Grampian Way  
Bearsden  
Glasgow  
G61 4SP

Telephone: 0141 943 0821

Type of inspection: Unannounced  
Inspection completed on: 23 August 2016

**Service provided by:**  
Tamhealth Limited, a member of the  
Four Seasons Health Care Group

**Service provider number:**  
SP2007009156

**Care service number:**  
CS2003000790

## About the service

Buchanan House is registered to provide a care service to a maximum of 53 older people who requiring residential care.

The provider is Tamhealth Limited, a member of the Four Seasons Healthcare Group.

The care home is a purpose built two story building in Bearsden.

The service aims include 'respect the rights, dignity, individuality and lifestyle of the resident'

This inspection focused on standards of care for people living with dementia. We are using a sample of 150 care home services to look in detail at the standards of care for people living with dementia and this service is one of those selected as part of the sample.

The areas looked at were informed by the Scottish Government's Promoting Excellence: A framework for health and social care staff working with people with dementia and their carers, and the associated dementia standards. it is our intention to publish a national report on some of these standards during 2017.

## What people told us

During the inspection we met with residents, relatives and carers. We spoke with residents, their carers/ friends throughout the inspection.

We spoke with residents who advised that were 'very happy' with the service. Residents were at ease with staff members and clearly enjoyed staff interaction.

Staff were approachable and we observed staff members working with residents, their families and visitors. Staff members were clearly aware of the support needs for residents. Staff members interacted with residents, their carers/friends throughout the day.

We found that staff members supported residents, with care and support in place.

## Self assessment

The service's self assessment was in place.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	4 - Good
<b>Quality of staffing</b>	5 - Very Good
<b>Quality of management and leadership</b>	4 - Good

## Quality of care and support

### Findings from the inspection

We found during the inspection that staff members supported residents in relation to participation. Residents were at ease with staff, with ongoing discussions in relation to care and support.

We spoke with residents their carers/ friends during the inspection visit and were advised that they were very happy in the care home.

Staff supported residents with warmth and genuine concern. Staff took time for residents to be as independent as possible making the most of their skills and not rushing them. As a result residents, their carers/ friends chatted with other residents.

We found that residents were at ease in the company of staff.

We have discussed this in more detail throughout the report.

We found that the service's management staff were supportive during the inspection visit.

During this time changes in the management structure was reviewed, with ongoing refurbishment.

Residents and carers were part of the planned refurbishment and as such gave their views and preferences.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

We looked at the environment and used the kings fund tool during a visit to the service.

We spoke with staff members, residents and carers during the inspection visit and found that residents were happy to walk around the unit in the company of staff.

Residents were at ease in the company of staff and were happy to remain with staff members, as well as chatting to others in the care home.

We observed activities in the care home and garden areas. We found that residents were at ease in the company

of staff and clearly enjoyed being part of the activity project.

We found that the environment was well maintained and promoted participation. The care home was clean and well maintained.

We found that residents were at ease within the environment and were contented to walk around the care home with residents as well as staff members, family and friends.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

We found that staff members were supportive of residents and enjoyed their company.

Residents were supported to walk around the care home, if they wished to do so, and could choose to use one of the sitting areas.

Residents were clearly at ease in the company of other residents, with ongoing discussion throughout the day.

We spoke with staff members during the inspection and found that staff members had completed training in relation to the care and support provided. Staff members were aware of residents support needs and promoted person centred support.

We found that residents were treated with dignity and respect by staff members.

Residents remained at ease in the company of carers, including staff.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

We found that the service continues to support residents in their care and support needs.

We reviewed this inspection as part of an Inspection focus area.

We found that the environment was well maintained and promoted participation. The care home was clean and well maintained.

We spoke with staff members, residents and carers throughout the inspection

We found that staff supported residents with warmth and genuine concern. Staff took time for residents to be as independent as possible, making the most of their skills and not rushing residents.

Residents were able to walk around the units within the care home and as such enjoyed chatting to other residents, carers and staff. The enclosed garden was used by residents, their carers/friends during the inspection visit.

We found that there had been changes in the management team since the last inspection, with a new manager and external director in place.

Residents, their carers/ friends were supported to give their views and preferences throughout the refurbishment project.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

#### Requirement 1

General health and wellbeing

The provider must demonstrate that the needs of the people who use the service are known and that a plan of care is agreed on admission to the service.

In order to achieve this you must:

- ensure that personal plans are completed, that they detail the assessed needs of the service user and how assessed needs are to be met
- ensure that planned care is continually evaluated and that support to meet needs is adjusted as necessary to ensure appropriate care is provided
- ensure that records of care reviews are maintained and include detail of action to be taken to ensure needs are met
- ensure that risk assessment is carried out and where necessary measures are in place to reduce potential for harm.

This is in order to comply with: SSI 2011/210 regulation 4(1)(a) requirement for the health and welfare of service users, and regulation 5 - requirement about personal plans

**This requirement was made on 23 August 2016.**

### Action taken on previous requirement

We reviewed progress in relation to this requirement with members of the management team.

We looked at personal plans for four residents and found that care plans were in place for residents, with ongoing discussion in relation to assessed needs of residents.

We sampled care reviews and found that these were in place. As part of the ongoing discussion in relation to assessed needs, a risk assessment was in place within the care plan.

### Met - outwith timescales

## Requirement 2

The provider must demonstrate that systems to ensure safety are in place to protect people who use the service from avoidable risk.

This is in order to comply with: SSI 2011/210 regulation 4(1)(a) - requirement for the health and welfare of service users.

**This requirement was made on 23 August 2016.**

### Action taken on previous requirement

We reviewed progress with the management team. We found that there was systems in place to reduce avoidable risk. This included adult support and protection information which supported staff to raise comments and concerns in relation to the care provided by the service.

We received notifications in relation to the incidents, this was not in place immediately. However the management team had initiated training in adult support and protection for all staff.

We revisited the service following training and found that the requirement had been met.

### Met - outwith timescales

#### Requirement 3

The provider must ensure:

All incidents which are detrimental to the health and welfare of service users are reported to the appropriate authority, and, where applicable, notification reports are sent to the Care Inspectorate in a timely manner.

This is in order to comply with; This is in order to comply with: SSI 2011/210 regulation 4(1)(a) - requirement for the health and welfare of service users.

**This requirement was made on 23 August 2016.**

#### Action taken on previous requirement

We reviewed notifications submitted to the care inspectorate in relation to this complaint. We found that the service was now aware of the need to ensure that notifications are made without delay, and in a timely manner

### Met - outwith timescales

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

The service should look at ways in which residents, relatives and stakeholders can become involved in assuring quality within the home.

The service should ensure that staff at all levels become more involved in the home's quality assurance systems and have a clear understanding of the process of improvement relating to quality.

Discussion at team and individual supervision may assist this level of work.

National Care Standards Care Homes for Older People: Standard 5 - Management and Staffing Arrangements.

**This recommendation was made on 6 August 2015.**

#### Action taken on previous recommendation

Please see quality theme 4, statement 4. This recommendation has been met.

## Recommendation 2

The service should look at ways in which residents, relatives and stakeholders can become involved in assuring quality within the home.

The service should ensure that staff at all levels become more involved in the home's quality assurance systems and have a clear understanding of the process of improvement relating to quality.

National Care Standards Care Homes for Older People: Standard 5 - Management and Staffing Arrangements.

**This recommendation was made on 7 June 2016.**

### Action taken on previous recommendation

We reviewed progress in relation to this recommendation.

We found that the manager promoted residents and carers participation.

We found that staff, residents and their carers/friends had participation in relation to:

- menu planning and mealtime experience
- activities including outings
- choice of bedrooms for new residents on admission

This recommendation has been met.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
18 Apr 2016	Unannounced	Care and support Environment Staffing
		4 - Good 4 - Good 5 - Very good



Date	Type	Gradings	
		Management and leadership	4 - Good
1 Dec 2015	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
6 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 2 - Weak
21 May 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 2 - Weak
18 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
5 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
18 Dec 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
19 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
2 Nov 2012	Unannounced	Care and support Environment Staffing	5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
16 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 5 - Very good
26 Oct 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
10 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
11 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
27 Apr 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
6 Oct 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
7 May 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 4 - Good
2 Oct 2008	Unannounced	Care and support Environment Staffing	4 - Good 3 - Adequate 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
12 May 2008	Announced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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