

Levenhall Nursing Home Care Home Service

14 Hope Place
Musselburgh
EH21 7QD

Telephone: 0131 665 4478

Type of inspection: Unannounced
Inspection completed on: 16 December 2016

Service provided by:
Renaissance Care (Scotland) Limited

Service provider number:
SP2004006990

Care service number:
CS2004080471

About the service

Levenhall Nursing Home is part of the Renaissance Care Group and is based in a quiet, residential area within Musselburgh.

This service has been registered since 2004.

Two older properties have been converted and there is accommodation for 23 residents in 17 single rooms and three shared bedrooms. There were 20 people using the service at the time of this inspection.

People who use the service can enjoy the conservatory at the rear of the building which serves as a dining room and overlooks a large garden. There are three public sitting rooms, two on the ground floor and one on the first floor, which can be accessed by using the lift.

Residents and staff have access to the services own kitchen and laundry service.

What people told us

Throughout the inspection process we met and spoke with residents and their families, they told us:

"Staff are very good here, the manager is very approachable and supportive, I do what I can to help out, they are very appreciative".

"My relative has settled very well here considering he didn't have a very good experience at his last place".

"The care plan team think they know my relative better than his family, they should listen to us as we know them better".

"I had to take my relative to hospital and stay with them as there wasn't enough staff to do this, people who require one to one support should be given more consideration".

"I come here quite a lot, in particular days like this when there are parties on, they are very good, nothings ever a bother".

"The food is good, in particular today with the Christmas party, but it is usually good anyway".

Self assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

Prior to this inspection we used the previous self-assessment as the current one was not submitted. We appreciated that the change of management was a factor in this and discussed the providers obligation to support this process in the future.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

After we reviewed the information we gathered during the inspection process, we decided that the service continued to perform at a good level, with elements of very good practice in respect of the support provided to residents by care staff.

We concluded this after we spoke with resident's families, residents, external professionals, and staff, observed practice and examined a range of relevant documentation.

We met with people who used the service whilst being supported by their staff in various activities. We were fortunate to be involved in the services Christmas party which everyone appeared to enjoy.

The service had appointed a new manager since our last inspection; relatives told us that she was very approachable, caring and understanding.

We saw that staff treated residents with dignity and respect, and had a clear understanding of their needs, we saw that on our arrival there was a warm and friendly welcome, not only to inspectors but to relatives and other visitors.

Staff within Levenhall continued to work in partnership with external professionals to promote and enhance good standards of health and well-being for people who used the service.

We reviewed four care plans during our visit and found that in the main they were person centred and had detailed outcomes for residents, we discussed these with the service and agreed that outcomes could be more measurable when it came to residents six month reviews of their support.

Although care plans provided staff with the appropriate information on a resident's needs, and preferences, we felt that they could have contained more accurate documentation when it came to wound management, we discussed this with the nursing staff and have signposted them to Healthcare Improvement Scotland, Tissue Viability guidance.

Throughout the inspection process we reviewed staff recruitment files, we were pleased to see that the services application, and referencing processes had improved greatly, people who used the service could be confident that they were being supported by a professional and safely recruited staff team.

We saw that the service continued to go through a period of change within the management team, and that the manager had identified areas for further development and was working her way to achieving these.

What the service could do better

Following our review of residents care plans we did find them informative and person centred, however, the information contained in respect of wound management could have been clearer with appropriate evidence to monitor the improvement or deterioration of any particular wound. We have signposted the service to Healthcare Improvement Scotland, Tissue Viability guidance, and the Care Inspectorates "Hub".

We examined the services review process and found that although residents care plans contained achievable outcomes, these would be hard to measure if they were achieved or not given the current review document. We discussed this with the service who are in the process of re-evaluating their documentation, we will review this at future inspections.

Throughout the inspection process we reviewed the service medication administration recording system and found that there continued to be times when these records were not completed with appropriate signatures from registered nurses, we discussed this with the new manager and found that this had already been picked up by the service's own audits and measures were now in place to resolve this, we will monitor this at future inspections.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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 Sep 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 Dec 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
23 Dec 2013	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
28 Jun 2013	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
10 Jan 2013	Unannounced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	3 - Adequate
9 Jul 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	Not assessed
23 Mar 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	Not assessed
23 Jan 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
4 Feb 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed Not assessed Not assessed
30 Jul 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
4 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good Not assessed
1 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good
18 Nov 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 3 - Adequate
25 Apr 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 3 - Adequate

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