

# Thornwood Hall Care Home Service

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Langside  
Glasgow  
G41 3DR

Telephone: 0141 632 1234

Type of inspection: Unannounced  
Inspection completed on: 26 July 2017

**Service provided by:**  
Burnside Care Homes Ltd.

**Service provider number:**  
SP2006008288

**Care service number:**  
CS2006130634

## About the service

This service registered with the Care Inspectorate on 1 April 2011.

Thornwood Hall is a small care home owned by Burnside Care Homes Ltd. It is situated in the Langside area of Glasgow. The home is a large villa with a ground floor extension which is surrounded by mature gardens with access to an attractive enclosed patio area.

The accommodation is over two floors with the upstairs being accessed by a stairlift. Bedrooms are located on both levels. To the front of the house there is a formal dining room and lounge, to the rear there is another dining area and communal lounge for residents' use.

The service is registered to provide care to 23 older people, most of whom have a diagnosis of dementia. At the point of inspection, there were 15 residents living within the home.

The service aims 'to promote positive relationships between service users, relatives and other key stakeholders, staff and management.'

## What people told us

We used a range of methods including face to face contact, email and telephone communications to hear the views of residents and relatives prior to, and during, the inspection visits.

From the feedback we received it was very clear that residents and relatives were highly satisfied with the care and support provided by a well motivated and caring group of staff. Comments received supported that the service is well-managed and the registered manager actively seeks and uses the views of others to help with shaping the ongoing development of the service. Comments included:

'They [staff] are responsive to suggestions or any concerns raised. No concerns at all about the care provided, not institutionalised, feels homely. Mum is a tricky customer, the fact that she has settled in and is so happy is a testament to the care provided.'

'Staff are brilliant, they are so friendly, caring and this means mum is so well looked after. I visit several times each week at different times and witness so many kind actions by staff when dealing with mum, for example I visited last Friday and mum was sitting with 2 staff enjoying a cuppa.'

'I don't cry any more, I used to before Mum moved into the home. She is safe and happy. Staff take the time to ensure that her hair is always done beautifully. I feel well informed with what is going on.'

'Five stars for the service, staff are excellent, so kind. Food is absolutely delicious - I'm putting on too much weight as a result. It really is great living here.'

We also heard how the management team has introduced a number of new initiatives to improve the daily experiences of residents including a walking group and massage chair. The team had also sought feedback on the range of food offered by having taster sessions.

We spoke with a visiting community nurse during the inspection. We heard that there were no concerns in relation to how the service meets the health needs of residents. We were informed that staff within the service were very proactive in identifying changes to the health status and referred for early intervention from health professionals.

## Self assessment

The service was not required to submit a self assessment as part of this inspection process.

## From this inspection we graded this service as:

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

## What the service does well

Through carrying out observations and speaking with people who used the service, we concluded that there were very good standards of care offered to residents. Staff interactions with residents were found to be warm and of a positive nature.

There were greater opportunities for residents to participate in in-house activities as well as outings and visits to amenities within the local community. We observed a chair exercise session being carried out with residents and observed very skilled interactions and approach used by the staff member leading the activity. This meant that all residents participated and clearly enjoyed the experience. Staff also recorded how each resident responded to activities offered and any resulting outcomes. This shaped the range of activities offered to meet the preferences of each resident.

We observed the evening meal experience. Staff were good at offering choice and encouraging residents to eat and drink well during, and between meals, through regularly offering drinks and snacks.

We examined three care plans and associated assessments. These clearly reflected the wishes and preferences of each resident. The service was good at reflecting what outcomes were being achieved through care and support provided. Representatives, including relatives, were actively encouraged to attend and contribute their views.

The home was found to be clean, comfortable and well-maintained. There had been a number of developments including designing a memory lane and vintage area for residents' use. Suggestions had been implemented with individual residents. An example of this was the introduction of an indoor trellis garden for a resident and relative to look after. We received many positive comments which supported that there was a warm, friendly and caring culture developed by the management and staff team.

There was good signage to help orientate residents throughout the building and a range of destination areas for residents' use. The enclosed patio area had been attractively laid out and planted for residents' enjoyment.

There was a range of contracts in place for equipment to ensure that it is maintained and serviced as per legislative requirements. Records of repairs revealed that overall there were quick responses to rectify any issues throughout the home identified by staff.

## What the service could do better

An external medication audit carried out in March 2017, by the supplying pharmacy, identified a number of good practices and also made a number of recommendations. One of the recommendations included the need for staff to record on the reverse of MAR (medication administration record) sheets, medication administered on an 'as required' basis. This is to check the efficacy of medication administered and to record the resulting outcome. We checked the current MAR sheets and found that this was an area that continued to require improvement. We shall make a recommendation in connection with this area. (See recommendation 1)

We spoke with staff in connection with medications which were prescribed on an 'as required' basis, particularly for residents who due to the nature of their condition may experience stress and distress reactions. Staff communicated their understanding when these should be used. However, we noted that there was no written protocol to guide staff. Best practice indicates that written protocols should be in place. We shall make a recommendation in connection with this area. (See recommendation 2)

The service used a covert medication pathway for medicines prescribed in this way. We identified that the legal status of an individual resident (as reflected within the associated Adults with Incapacity (Scotland) Act 2000 section 47 certificate) needed to be updated. We received assurance that this would be rectified as a matter of priority.

We identified that there could be some improvements in relation to staff practices. We shared examples of the need for staff to be mindful of levels of noise (which can impede communications with residents) at meal times. This is an area that the service should monitor.

We identified that the environmental checks could be developed to include infra-red sensors, window restrictors, detail remedial actions taken for example with wheelchair checks, and ensure PAT (portable appliance testing) checks are up to date. When we carried out an environmental check we identified that locks on two toilet doors in the upstairs level needed repairs. We shall make a recommendation that the service ensures records are kept up to date and necessary repairs are carried out. (See recommendation 3)

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 3

1. The provider should ensure that when 'as required' medications are given, staff should record why these were given as well as the outcome/result of giving them.

National Care Standards Care Homes for Older People: Standard 6 - Support Arrangements.

2. The provider should ensure that written protocols are in place to guide staff when medication prescribed 'as needed' is used to help manage anxiety and distress. This is in line with the best practice guidance 'Remember, I'm still me' from the Mental Welfare Commission for Scotland.

National Care Standards Care Homes for Older People: Standard 6 - Support Arrangements.

3. The provider should ensure that environmental checks including infra-red beams, window restrictors, PAT testing and remedial works to make good repairs are carried out and up to date.

National Care Standards Care Homes for Older People: Standard 4 - Your Environment.

## 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
12 May 2016	Unannounced	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed
10 Apr 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 5 - Very good 6 - Excellent
11 Apr 2014	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 6 - Excellent 6 - Excellent
12 Apr 2013	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 6 - Excellent 5 - Very good

Date	Type	Gradings	
12 Apr 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
3 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
15 Jun 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	6 - Excellent
5 Feb 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
24 Jul 2009	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Dec 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Jun 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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