

St. Francis Nursing Home Care Home Service

54 Merryland Street
Glasgow
G51 2QD

Telephone: 0141 445 1118

Type of inspection: Unannounced
Inspection completed on: 31 August 2017

Service provided by:
Franciscan Sisters Minoress

Service provider number:
SP2003002371

Care service number:
CS2003010480

About the service

St. Francis Nursing Home is owned and run by the Order of Franciscan Sisters Minoress.

The service is registered to provide a 24 hour care home service, including nursing, to a maximum of 40 older people.

The home is a purpose-built two storey building. All residents have a single room with en-suite bathroom facilities. There are a number of communal areas including a lounge and quiet room on each floor. Residents and relatives have access to a chapel which is situated at the front of the care home. St. Francis Nursing Home is managed within the context of the Roman Catholic faith which underpins the life of the home.

The service aims to:

"Respond to the desires and aspirations of the residents in recognition of their dignity and their desire of being respected."

What people told us

People that we spoke with were full of praise about the service as a whole. They told us that their bedrooms were cleaned on a daily basis and the home was kept clean and tidy, the way they would like it to be. One person told us they could not quantify the love in the place. They felt this was demonstrated in the way staff cared for them and in the ethos within which the service operated. They said; 'I am catholic and its important to me that in here I can attend mass everyday, I can get communion too and if I am not well I know there will be people praying for me. This is all important to me.'

People praised the laundry staff for the great care they took to ensure that clothes were well looked after and were always returned to their rightful owners. One person emailed to say; 'We had heard such horror stories about nursing home laundries. We were delighted that our loved one's clothes were all cared for as well as she would have cared for them herself. She always cared about how she looked and it would have upset her if she had begun to look bedraggled.'

Self assessment

The service did not require to submit a self assessment as part of this inspection process.

From this inspection we graded this service as:

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

What the service does well

Feedback from people who use the service and their relatives was all very positive. They all spoke very highly of the service and the whole staff team. People looked happy, content and well groomed. They described the service as outstanding and a real home, with loving and caring staff. One person said; 'They are like my second family.' Another person told us; 'Mother has improved so much since she came here. I have absolute confidence in the home.'

Through an observation tool SOFI2, we observed some positive ways by which staff encouraged people to eat their meals. On the whole, staff ensured people were comfortable and supported in a dignified manner. We saw people served a nice lunch which they all appeared to enjoy. The mats on the dining room tables had pictures of famous landmarks. These encouraged good conversations between staff and residents and between residents themselves as they waited for their meals to be served. We saw detailed care plans on nutrition with input from the dietician where this had been identified as being required.

Staff that we spoke with said they were happy working here. They felt positive, supported and empowered to deliver good care. Staff told us that the induction they had received when they first started was thorough. This is what some residents and their relatives said about staff; 'I can't just praise them enough, they know my mother and she knows them well. 'They give you nothing but confidence in the way they do their job.'

Staff practice was monitored by the depute who often worked on the floor along side staff. We could see that staff had received relevant mandatory training to help them carry out their duties. On the whole, staff had been recruited following safer recruitment procedures. We saw a record of staff that were registered with the Nursing and midwifery council (NMC) and Scottish social services council (SSSC). The manager reviewed these on a monthly basis. All this was to ensure the safety of the people using the service.

What the service could do better

Evidence to demonstrate how people's views, particularly those living with dementia, had been taken forward and what the outcomes for them were, could have been better gathered and presented. This could have been done by carrying out surveys and demonstrating how action taken on issues arising had been taken forward. This had been raised as a recommendation at the last inspection too. (See recommendation 1)

We recognised that the situation with the broken lift, on the day of the inspection had an effect on the whole dining experience upstairs. Better delegation of duties in the dining room, would have resulted in better meal time experience for everyone. We spoke with the manager about this and were satisfied that this was being addressed through the services own mealtime audits.

Signatures missing in some Marr sheets where medication was supposed to have been administered. Some of the bottles of liquid medications had not been labelled with dates when they had been opened or were due to expire. Labelling the bottles would ensure that all medication in use is still within it's shelf life. (See recommendation 2)

Records of residents reviews were limited, and not always demonstrating when the last review had taken place. Retaining a copy of the previous review minutes with the current ones in the care file, would make it easier to track the frequency of the meetings and how any outstanding issues are been taken forward.

It was not clear how frequently staff supervision was being held or if indeed it was regular. We asked the service to improve on record keeping. An overview of staff supervision demonstrating when previous supervisions took place, would give better evidence that staff supervision was taking place regularly.

We noted there were gaps in full employment history on some application forms. In the absence of a CV supporting the application form, we have asked that the service ensures candidates complete the application forms fully giving a full employment history. (See recommendation 3)

We were told that some staff had undertaken some online dementia training. The number of staff who had undertaken this training was limited. We were assured that the depute was preparing to deliver training in promoting excellence in dementia care. We have asked that this training be prioritised in order that staff are equipped in working well with people living with dementia. (See recommendation 4)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. The service should ensure that they clearly demonstrate how peoples' views are sought, what action is taken to address any issues arising and how these actions improve outcomes for people. National care standards for care homes for older people, standard 11, Expressing your views
2. The service should ensure that where medication has been administered, this should be appropriately signed for to sure who has administered it.

The service should also ensure that topical creams and bottles of liquid medications are labelled with dates when they are first opened, to ensure they remain within their shelf life while in use. National care standards for care homes for older people, standard 15, Keeping Well - medication.

3. The service should ensure that candidates applying employment include a full record of their previous employment. This is good practice and is inline with safer recruitment for better recruitment. National care standards for care homes for older people, standard 5.5, Management and staffing arrangements.
4. The service should ensure that all staff are trained in dementia care. The program for promoting excellence in dementia care should be taken forward and offered to all staff. National care standards for care homes for older people standard 5.7, Management and staffing arrangements.

Complaints

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

Inspection and grading history

Date	Type	Gradings	
11 Oct 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
11 Feb 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
1 Oct 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
6 Feb 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
29 Sep 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
31 Mar 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
17 May 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
19 Dec 2012	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak

Date	Type	Gradings	
		Management and leadership	2 - Weak
30 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 2 - Weak 2 - Weak
13 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
5 Jul 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
28 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
9 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
16 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
29 Jun 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.