

McKillop Gardens Care Home Service

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The Village
East Kilbride
Glasgow
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Telephone: 01355 598320

Type of inspection:

Unannounced

Completed on:

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Service provided by:

South Lanarkshire Council

Service provider number:

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About the service

McKillop Gardens is a registered care service provided by South Lanarkshire Council. The service provides care and support for a maximum of 37 older people. Eight places can be used for short stay/ respite.

The service also provides an intermediate care unit which supports people's transition from hospital to home with a programme of rehabilitation and physiotherapy in order to return to independent living.

There were 28 people living here at the time of this inspection.

The home is accessible to local amenities, public transport links and is situated in the old village area of East Kilbride.

The home is purpose built over two floors with a lift providing access to the first floor. The rooms offer spacious apartment style living with full ensuite facilities. The service also offer two apartments for couples.

There are five separate units each providing communal toilets, bathing facilities, dining and lounge areas. The home is spacious, furnished and maintained to a high standard throughout.

There is a cinema room, hairdressing salon and tearoom as well as overnight accommodation for families.

There are secure, well maintained gardens with seats for people to use and enjoy. People who live on the upper floor have covered balconies overlooking the garden and these are easily accessible from the lounges.

South Lanarkshire Council state the aim of the service is: 'to provide a home for you within a friendly and homely environment where care is delivered by a highly motivated and trained team offering personalised care and support to meet your individual assessed needs'.

What people told us

We gather feedback from residents in the service and their families by sending out questionnaires and speaking to people during the inspection. Prior to this inspection we issued a total of 24 Care Standard Questionnaires to residents and relatives of which 14 were returned.

Some of the comments we received were as follows;

"They look after me really well and keep the place clean and looking nice, the care that is given is off the highest quality"

"It's beautifully kept a lot of thought goes into the décor and it's decorated in conjunction with the seasons, they also have a great sensory garden, the apartments are kept clean and if anything is required the staff always do their utmost to meet your needs"

"I like living here I feel safe and have made lots of new friends, don't want to live anywhere else this is my home"

"I am very happy here and all the staff are very kind to me, there are lots of things to do throughout the day, I feel lucky to live here, the staff are all my friends"

"We as a family have the highest regards for the care and attention that our relative receives which is exemplary, the care home is a first class example of how a care home should be"

"Staff always have a smile on their faces and nothing is a bother, very helpful on all aspects of my relatives wellbeing. All staff are brilliant they are family to us now and could not ask for better"

"Nothing but glowing reports, can't recommend highly enough"

"It's a wonderful place, it's like a first class hotel, staff are mannerly and courteous, it's always spotless and there's plenty of activities, we feel very fortunate our relative is here".

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

People who experience care have the right to be treated with dignity, respect and compassion and have confidence in the people who provide their care and support.

We received positive feedback from residents, relatives and visiting professionals on the very good standards of care provided by the service.

We observed a team of caring, professional staff who demonstrated good knowledge of the Health and Social Care Standards when interacting with people.

Residents were well presented and comfortable with staff who clearly knew their needs and how to support these.

Residents were consulted regularly and their opinions sought with positive actions taken where suggestions had been made. This ensured people felt involved, their opinions valued and were being supported to achieve their wishes and aspirations.

Residents could be confident that their healthcare needs were supported by a safely recruited, trained and competent staff team. Staff monitored people's healthcare and there was evidence of regular consultation with relevant health care professionals. Staff were monitoring skin care on a daily basis and we noted that although there were currently no issues with skin integrity this could be better recorded. We discussed ways of recording positional changes and using the current tool to its full potential. This will improve the current records and provide evidence of the support staff are providing.

Medication was stored securely, administered safely and regularly audited by management to ensure safe practice. There were a few minor issues we discussed with the manager on how to improve these records and we were assured by the manager these would be actioned.

The dining areas in each unit were nicely set out, menus were visible promoting choice and staff provided support respectfully where required. Drinks, snacks and fresh fruit were visible and we saw staff offering these regularly which helped maintain people's health.

There was a good range of activity provided which staff regularly evaluated to ensure residents continued to enjoy and participate in these.

The home provides a safe and secure environment to wander and staff promote mobility and independence through physical activity. We saw evidence of residents enjoying helping staff in the laundry, kitchen and with housekeeping chores. Some residents had helped design and plant an outdoor sensory garden.

Staff supported residents to go out into the community for shopping and to meet old friends. There were regular visits from local school children as well as local childminders and we saw residents holding babies thoroughly enjoying this interaction.

One resident had taken up playing the piano again while another resident through daily exercises and staff support could now walk short distances. Residents also benefitted from access to iPads, virtual reality headsets and webcams.

This positive level of support helps people achieve their wishes and aspirations, increases confidence, alleviates boredom and has an overall positive impact on health and wellbeing.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

People should be able to benefit from care plans which are regularly reviewed, evaluated and updated which consistently informs all aspects of the care and support they experience.

This home benefits from a strong and consistent management and staff team who are well trained and competent in their role. The care plans were generally completed well and were audited regularly by the manager to ensure good standards of recording.

The care plans contained some very good person centred information and were reviewed regularly in line with current legislation. Relatives we spoke to said they were kept fully informed of any changes and were confident in the standards of care and support provided.

The plans were easy to read and follow and had good details on individuals' abilities and the level of support needed to help maintain their independence.

There was information on individuals current medical conditions, and risk assessments were in place and up to date. There were good detail and assessment of people's ability to participate in exercise and activity which was then incorporated into the activity plan.

Staff were confident in contacting external healthcare professionals if they had any concerns. Details of this was recorded within the care plans with evidence of any follow up or further intervention required to ensure people's wellbeing.

Although staff were aware of individual need this level of detail was not always fully captured within the care plan. More detail in the behaviour management plans and the management of catheter care will improve these plans further and provide staff with more information and guidance when providing care and support.

Dependency assessments were calculated monthly and we discussed incorporating an evaluation into these as well as the care plans to capture any changes in individual need from the previous month.

We saw that people's rights were respected and where there were issues of capacity, appropriate legal arrangements were recorded and in place. This meant that people experiencing care could be confident that their views would be sought and choices respected, including when they had reduced capacity to make their own decisions.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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