

Strachan House Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
21 February 2024

Service provided by:
Barchester Healthcare Ltd

Service provider number:
SP2003002454

Service no:
CS2007143314

About the service

Strachan House Care Home is a purpose-built home providing nursing care for up to 83 older people. The service is provided by Barchester Healthcare Ltd, who also have other care homes across the UK. Care is provided by a team of nurses, carers and physiotherapists led by the nurse manager.

The home is situated near the Blackhall area of Edinburgh to the west of the city centre. It is set within extensive well maintained gardens with an outlook from the rear to woods. The gardens and roof terrace on the first floor are readily accessible by residents. There is a spacious reception area with seating and light refreshments available for residents and visitors.

Accommodation is over two floors and is divided over three units, including a specialist unit providing care for people living with dementia. This unit has an enclosed courtyard garden which is easily accessible by residents. All resident's bedrooms are single rooms with en-suite toilet and wash hand basin facilities. There are dining and lounge areas in each of the units, as well as a range of bathing and toilet facilities.

Strachan House Care Home states on its website:

'At Strachan House we pride ourselves on the quality of the care we provide, the standards of hospitality on offer and the wide range of activities and social contacts we promote'.

About the inspection

This requirement was made following a visit to the service in relation to a complaint investigation which took place on 10 January 2024. The provider submitted an action plan which detailed how the requirement would be met to ensure positive outcomes for people experiencing care.

Key messages

By the 19 February 2024, the provider must ensure people are safe and receive responsive care and support when this is requested by people. To do this, the provider must, at a minimum ensure that:

- a) People receive a prompt response from staff when they use the nurse call system.
- b) The response times are monitored by a senior staff member and an analysis is made on the response times.
- c) A review of the call system to ensure staff can hear the audible call alarm and respond appropriately.
- d) A review of staff practices to ensure people can summon assistance using the nurse call system.

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

Requirements

Requirement 1

By the 19 February 2024, the provider must ensure people are safe and receive responsive care and support when this is requested by people. To do this, the provider must, at a minimum ensure that:

- a) People receive a prompt response from staff when they use the nurse call system.
- b) The response times are monitored by a senior staff member and an analysis is made on the response times.
- c) A review of the call system to ensure staff can hear the audible call alarm and respond appropriately.
- d) A review of staff practices to ensure people can summon assistance using the nurse call system.

This requirement was made on 10 January 2024.

Action taken on previous requirement

This requirement was made following a visit to the service in relation to a complaint investigation which took place on 10 January 2024. The provider submitted an action plan to detail how the requirement would be met to ensure positive outcomes for people experiencing care.

The provider evidenced monitoring the call bell system to ensure staff are responding promptly. They undertake quality assurance and analysis of the response call times. Spot checks are regularly undertaken to ensure staff respond to people's individual needs when assistance is requested.

A review of the call bell system was undertaken with the management testing the call bell system throughout the service.

There was evidence of new system of implementing a rota for staff to monitor call bell response times during peak times. This was shared during staff handover to ensure thorough communication.

The manager met with people experiencing care to review people's needs with summoning assistance. New call bell technology was implemented in people's bedrooms to improve people's ability to request assistance.

Met - within timescales

Complaints

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

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