

# Buchanan Lodge Care Home Care Home Service

1 Grampian Way  
Bearsden  
Glasgow  
G61 4SP

Telephone: 01419 315 050

**Type of inspection:**  
Unannounced

**Completed on:**  
10 April 2024

**Service provided by:**  
Buchanan Lodge Care Limited

**Service provider number:**  
SP2020013452

**Service no:**  
CS2020378654

## About the service

Buchanan Lodge care home is registered to provide care to 38 older people.

The registered service is provided by Buchanan Lodge Care Limited, which is a member of the Care Concern group of care homes.

The care home is set within its own grounds in a quiet residential area in Bearsden, Glasgow. The grounds are shared with Buchanan House Care Home and Buchanan Nursery.

The bedrooms are situated over two floors. There is a lift to the first floor. Bedrooms have partial or full ensuite facilities. There are additional bathing and showering facilities within the home.

There is a large garden area with a decking area that people can use.

At the time of the inspection there were 38 people living in the care home.

## About the inspection

This was an unannounced inspection which took place between 8 - 10 April 2024 between 18:45 and 15:45. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- gathered feedback from 20 people using the service and 14 of their family and friends
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- obtained feedback from a visiting professional.

## Key messages

- People living in the care home and their families were very happy with the care and support.
- Activity staff ensured that people were supported to engage with their families and the local community.
- People's health needs were escalated to other health professionals when needed.
- Each person had a personal plan in place, however, for some people this did not reflect their current care and support needs.
- People living in the care home and staff benefited from a warm atmosphere because there were good working relationships.

## 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?	4 - Good
How good is our staff team?	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?

4 - Good

We evaluated quality indicator 1.3 as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

People experienced warmth, kindness and compassion in how they were supported and cared for. The service was good at ensuring people maintained relationships with those important to them. Family and friends were made to feel welcome. One relative told us, "I'm always offered a tea or coffee when I arrive", whilst another said, "staff are all very friendly".

People living in the care home and their families were very happy with the care and support. One person told us, "I'm happy here, staff here all know what they are doing" whilst another said, "There's nothing that they could be doing differently and I can see my visitors anytime".

Activity staff ensured that people were supported to engage with their families and the local community. There was a weekly planner in place that included video calls with families, visits from the local churches and nursery along with walks or trips out. One person told us, "We go shopping together sometimes", whilst another said, "I enjoy it when the nursery come in".

People benefited from regular healthcare assessments, access to community healthcare and treatment from external healthcare professionals.

People had a personal plan in place, however, these were not dynamic and for some people they did not reflect their current care and support needs. Whilst associated risk assessments were completed regularly, they were not then used to inform the care plans. This meant that staff did not always have clear guidance to enable them to provide consistent care and support, particular where they were supporting people who experienced stress and distress or where their physical needs had significantly changed (see area for improvement 1).

People benefited from access to a tasty, varied and well-balanced diet. They could choose from a variety of, meals, snacks and drinks. One person said, "I enjoy the meals, there's always something I like", whilst another said, "If you don't like what's on they will make you something else".

### Areas for improvement

1. To ensure people's health and wellbeing are supported the service should ensure that people have a personal plan which reflects their current care and support needs. This should not only detail their physical and health needs, but include the best approaches when a person is experiencing stress or distress.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices'. (HSCS 1.15)

**How good is our staff team?****5 - Very Good**

People living in the care home and staff benefited from a warm atmosphere because there were good working relationships.

People could be assured that the numbers and skill mix of staff are determined by a process of continuous assessment featuring a range of measures, and is linked to quality assurance. This includes taking account of the complexity of people's care and support.

Staff were clear about their roles and helped each other by being flexible in response to changing situations.

People living in the care home and their families were very happy with the staffing arrangements. One person told us, "Staff are great here and get me what I need" whilst another said, "someone always come to my room when I press (call bell) for help".

Some staff told us that there could be times of the day where they could be busier. This had been discussed at the most recent staff meeting and staff told us that the manager had agreed to review this. We discussed this at feedback and felt assured that this was in the process of taking place.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To support accidents and incidents being managed more effectively, the service should ensure that the providers procedures and documentation are in place and followed consistently.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19)

**This area for improvement was made on 24 November 2022.**

#### Action taken since then

People could be assured that accidents and incidents were now being appropriately managed.

**This area for improvement is met.**

#### Previous area for improvement 2

To ensure people's health and wellbeing are supported the service should work with people and/or their families, to take account of good practice and their own individual preferences and wishes around both their daily care needs, and any ongoing support and monitoring with mental and physical health conditions.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which

state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices'. (HSCS 1.15)

**This area for improvement was made on 24 November 2022.**

## Action taken since then

People's health needs were being regularly assessed and monitored on a daily basis. The service liaised with families and health care professionals when needed.

**This area for improvement is met.**

## 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).

## Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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