

# Caledonian Court Care Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
24 April 2024

**Service provided by:**  
Care UK Limited

**Service provider number:**  
SP2003002341

**Service no:**  
CS2011300795

## About the service

Caledonian Court Care Home is a purpose built care home for up to 72 older people. The service is provided by Care UK.

The service was registered with the Care Inspectorate on 31 October 2011.

The home is in a residential area of Larbert and close to a number of local amenities, including a train station, which is on the main Glasgow-Edinburgh line.

The care home is on two floors with lift access to the first floor. The home is split into five units, one of which was currently not being used.

Each unit has its own pleasantly furnished lounge, dining room and kitchen. There are enclosed garden and patio areas for people to use. There is also a cinema room.

## About the inspection

This was an unannounced inspection which took place on 17, 18, 19 and 24 April 2024. The inspection was carried out by an inspector 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:

- spoke with 18 people using the service and six of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- obtained feedback from visiting professionals.

## Key messages

- People found the service to be well managed with an approachable and responsive staff team
- Professional friendly relationships were seen between staff and people using the service
- There was a good range of activities on offer
- Staff were attentive to people who required assistance.

## 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?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	4 - Good
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

In this part of the inspection report we considered the following quality indicator:

### **Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support.**

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service had very good oversight of people's health and wellbeing needs. The service carried out a pre-assessment of people's needs before they started to use the service to ensure they could meet people's needs and to ensure as smooth a transition as possible for people moving into the service, and those already there. People told us they felt involved in this process. One person told us "No issues, if I raise something its fixed. The manager is very much on the ball with my relative's care. She may not recognise me anymore always but I am satisfied that she could not receive any better care anywhere else. If her needs change, this is clearly communicated to all carers so that they know what to do. There is very good communication between the management and carers."

Care plans were very individual to the person and reflective of their current needs. There was good cross referencing between care plans and risk assessments to ensure people's support was right. These were reviewed monthly via resident of the day and six monthly in line with legislation. Where people lacked capacity an AWI (Adults with Incapacity) Section 47 was in place. The service were aware of any legal powers granted, such as Power of Attorney or Guardianship and kept a copy of these. This helped to ensure that people's views were sought and choices respected, including when they had limited capacity to make their own decisions. People were supported to take their medication safely and at the right time. The service had good links to external professionals in the area and knew when to refer in order to benefit individuals' lives.

Staff knew what was needed to support people to eat and drink well. For example, special dietary needs were accommodated, people received the texture and consistency of food they required and allergies were taken into account. People were asked regularly how they were enjoying the food they received and if there was anything else they would like to try. People could choose where to eat their meals and their mealtimes were pleasant and unrushed. There were snack stations in place around the home. This meant people were supported to enjoy food with associated benefits for their overall health and wellbeing.

A good range of activities were available for people to choose from. A person centred approach to falls prevention meant that people were encouraged to maintain their skills, to move and remain as physically active as possible. This meant people were supported to retain their confidence in their mobility. People we spoke to within the service enjoyed the activities and looked forward to them. Relatives and loved ones were made very welcome at planned activities and this meant people could relax and have fun with their loved ones.

Good relationships were seen between people using the service and staff supporting them. Staff were knowledgeable about people, their care needs and how best to support them. One person told us "Any issues at all that arise I have no qualms raising them. Everyone listens - it's a wonderful place."

Anything that happens they are straight on the phone." They responded quickly to people when they requested assistance. This meant people experienced being spoken to and listened to in a way that was courteous and respectful, with their care and support being the main focus of people's attention.

## How good is our leadership?

**5 - Very Good**

In this part of the inspection report we considered the following quality indicator:

### Quality Indicator: 2.4. Staff are led well

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Good leadership was demonstrated within the service. Management communicated with staff in a variety of ways, via handover discussions, flash meetings, weekly clinical meetings, staff meetings and supervision/ appraisal. The manager operated an open door policy and staff felt that the management team were visible and approachable.

An effective pre-assessment of people moving into the service plus regular reviews thereafter meant that the manager had good oversight of the needs of people in the service as their level of dependency was regularly assessed. This meant that the number of staff required to support people well with the appropriate skills could be planned for on an ongoing basis.

Relatives told us that they felt included in their relative's care to the extent they want to be. Communication was good and they were kept informed of any occurrences in their relative's life. They felt listened to if they raised any issues with the service and this fostered good relationships and mutual respect.

Staff champions are in place in a variety of areas important to the support of people using the service. This served to upskill staff in various areas of responsibility, thereby empowering staff at all levels to take on responsibility, leadership roles and to influence change and ongoing improvement within the service.

The service had improvement plans informed by ongoing quality assurance activity. This meant people benefited from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

## How good is our staff team?

**5 - Very Good**

In this part of the inspection report we considered the following quality indicator:

### Quality Indicator 3.3: Staffing arrangements are right and staff work well together

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The service is using current good practice guidance to support the assessment of staffing. People's needs were reviewed at least monthly. A dependency tool was used to gauge appropriate staffing levels.

Staff evidenced that they knew people well. Staff were very visible around the home and were seen to be very responsive to residents. The service had a good understanding of people's needs and made sure as far as they could that the right numbers of staff with the required skills were available. This meant people's needs were met by the right amount of people.

Staff were deployed effectively and worked flexibly to ensure that core tasks were completed and that they had time to spend with people. Staff moved around the different units ensuring they were familiar with people which supported their needs being met. Agency staff were block booked if possible to maintain continuity. If people were in their rooms (by choice or necessity) they were checked regularly. Activity staff endeavoured to spend time with people on a one-to-one basis in these circumstances. Staff seemed busy but not rushed. We saw friendly, professional relationships with relatives visiting and lots of easy conversation. This meant that people knew who provided their care and support on a daily basis and they experienced warmth, kindness and compassion in how they were supported and cared for.

Staff were registered with the appropriate regulatory body. Mandatory training and further training relating to the specific needs of people using the service meant that staff were confident and regularly refreshed their knowledge to support people effectively. Staff champions were in place to further support staff in particular areas of practice. They were mindful of the Health and Care staffing legislation now in force with a focus on staff wellbeing. This meant that people could have confidence in staff because they were trained, competent and skilled, were able to reflect on their practice and follow their professional and organisational codes.

## How good is our setting?

4 - Good

In this part of the inspection report we considered the following quality indicator:

### Quality Indicator 4.1: People benefit from high quality facilities

We assessed the service as Good for this quality indicator which means overall we evaluated this key question as Good, where strengths impacted positively on outcomes for people and outweighed areas for improvement.

Various protocols were in place for the upkeep of the home to ensure it was a pleasant environment for people to live in. It was clean and well maintained.

The home was very large with several living spaces for people to spend their time, including a variety of sitting areas of various size, an activity room, cinema room and access to a garden in the better weather. People could entertain their visitors in privacy if this was their wish. Staff were present in the social areas of the home and were attentive to people. People were asked for feedback regarding their comfort in the home on a regular basis to ensure things remained right for them.

People could decorate their rooms to their own taste, and some people personalised their rooms more than others according to their wishes. Rooms were ensuite with showering facilities. If people required assistance with personal care they received this in private with their dignity respected.

The front door into the service is code-controlled, with a receptionist during working hours to welcome and orientate visitors to the home. Equipment checked during inspection was clean and had been serviced in line with legislation which meant people were using equipment that was secure and safe.

There is a staff champion available who has responsibility for infection prevention and control with associated quality assurance processes to keep people as safe as possible from the avoidable spread of infection.

## How well is our care and support planned?

5 - Very Good

In this part of the inspection report we considered the following quality indicator:

### Quality Indicator 5.2: Carers, friends and family members are encouraged to be involved

We assessed the service as Very Good for this quality indicator which means overall we evaluated this key question as Very Good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People's views and preferences were sought by the service in a variety of ways in a spirit of genuine partnership. People told us they were involved in their relative's care to the extent they wished to be. They felt included in assessment, reviews and lifestyle planning. There were a good variety of activities on offer and relatives were encouraged to come along and join in.

People were made welcome within the home. We saw staff greeting visitors and offering them tea and coffee. People could choose to spend time privately with their relative in their room, or in one of several public spaces. The home was spacious and people were put at ease.

Relatives and people living in the service were involved in the recruitment of new staff in a meaningful way. Their views were taken on board and gave people choice in who would be supporting them.

People felt confident in raising any issues with the service if required and were confident they would be listened to. This included navigating sensitive issues and complex situations. People told us that if anything occurred such as a fall/infection that they were informed. This fostered good relationships based on trust.

## Complaints

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

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.4 Staff are led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	5 - Very Good
5.2 Carers, friends and family members are encouraged to be involved	5 - Very Good



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