

Gilmerton Care Home Service

9 Moredunvale Road
Gilmerton
Edinburgh
EH17 7QU

Telephone: 01316 723 337

Type of inspection:
Unannounced

Completed on:
29 May 2024

Service provided by:
Four Seasons Health Care (Scotland)
Limited, a member of the Four
Seasons Health Care Group

Service provider number:
SP2007009144

Service no:
CS2003010639

About the service

Gilmerton is a purpose built care home, situated in a residential area in the south of the city of Edinburgh. There are local amenities nearby, such as shops and local services. The home has a garden, two small car parks and is close to main bus routes.

The service is registered to provide care for a maximum of 60 older people.

The accommodation is set out over two floors and is divided into four units. On the first floor, Eden and Hume units provide care for people who have dementia. On the ground floor, Gladstone and Churchill units provide care for physically frail older people.

All bedrooms are single rooms with an en-suite toilet and wash hand basin. Each of the units has two sitting rooms and a dining area. There are shared bathing and toilet facilities on each of the units. The home also has a separate kitchen, laundry and staff facilities.

The service is owned by Four Seasons Health Care (Scotland) Limited.

At the time of the inspection there were 58 people experiencing care in Gilmerton.

About the inspection

This was a full inspection which took place from 22 May 2024 to 27 May 2024. The inspection was carried out by one 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 9 people using the service and six of their family members
- spoke with 15 members of staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- People's health and wellbeing needs were being met.
- Regular staffing arrangements meant people were cared for by staff who knew them well.
- People's wellbeing benefitted from regular activity.
- Quality assurance processes ensured high standards of care for people.
- Staff worked well together and were supported by a competent leadership team.
- People experiencing care and their families contributed to the development of the service.
- Family members and other professionals we spoke with commented favourably about the high standard of service people received.

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 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?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

People experienced very good health and wellbeing outcomes as a result of their care and support. Staff interactions with people experiencing care were warm, gentle and encouraging. Staff treated people with dignity and respect and were focussed on achieving the best possible outcomes for the people they were caring for. Care was delivered at a pace suitable for each person. Staff spent time speaking to people and knew people's history and interests. This meant that trusting relationships were formed between people and the staff who cared for them.

People experiencing care put ideas forward for improvements at resident's meetings. This demonstrated that people's input was valued and respected. Relatives we spoke with felt that along with their loved ones, they too were treated with compassion, dignity and respect. One family member told us:

"they're all really nice people. They make you feel wanted and ask how I am. This place doesn't make me feel sad - I enjoy coming here. If anyone asks, I describe the home as brilliant".

People were able to leave the home to spend time with people who were important to them. Family members were free to visit their loved ones at a time of their choosing and we saw a high number of people receiving visitors during the inspection. Staff understood the importance of people maintaining contact with friends and relatives. This approach promoted positive wellbeing for people.

The provision of activities in the home was very good. We observed skilled activity staff carrying out events that people enjoyed. Relationships between people experiencing care were developed as a result of well provided activities. Activity schedules evidenced a wide range of activities provided in the home, including regular physical activity and the use of a sensory room. People's wellbeing was enhanced by the provision of regular and varied activities. One relative commented:

"(my relative) is happy and settled and doing more than (they were) at home... here (they) also have the stimulation. They made a good effort to get to know and understand (my relative)".

People's health benefitted from very good engagement with other health services. Other health professionals we spoke with told us staff were quick to act on health related issues and were responsive to any advice given. This approach helped people keep well and ensured their health needs were being met.

Medication systems were very good. Systems for the administration of medication were in place and processes were regularly audited with clear plans in place when issues were identified. Areas for storing medication were clean and tidy. This good practice helped reduce errors and kept people well as a result.

A range of charts were in place to ensure people's health and wellbeing was continuously monitored. Communication systems including regular handovers and clinical meetings focussed on people's wellbeing. These resulted in actions being taken to support people's wellbeing. Relatives we spoke with told us they were kept up to date regarding their loved ones. This evidenced that staff were aware of the current needs of the people they cared for.

People's requirements for eating and drinking were being met. People had ready access to snacks and fluids. The dining experience was well planned with show plates presented to people to assist decision making. People ate at their own pace and staff provided gentle assistance where required. Kitchen staff were knowledgeable about people's nutritional needs. People's health and wellbeing benefitted from the provision of high quality food.

Health and social care professionals we spoke with praised the service for their work in caring for people and how this helped people remain well. One professional commented:

"I'm always made to feel very welcome when I come in. When I do reviews with staff, the way they talk shows me they know the person well. The staff here are very knowledgeable".

Risk assessments in place demonstrated an enabling approach from staff to promote people's independence. Reviews of people's care and support were regular and involved people who were important to those experiencing care. Detailed personal plans guided staff on how to deliver care that met people's needs. People's wellbeing was supported by a range of quality assurance processes which ensured people continued to receive a high quality service.

How good is our staff team?

5 - Very Good

We found significant strengths regarding the staffing of the service and how this supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

The recruitment of new staff was carried out in a safe manner with systems in place to reduce risks to people experiencing care. Induction processes ensured staff were equipped to start supporting and caring for people effectively. People were kept safe as a result of good induction processes.

Staff completed training that was relevant to their roles. Training records were kept and evidenced a high level of completion of courses. Senior staff had been trained to deliver dementia training to carers. People experienced care from well trained staff who were knowledgeable about their health related issues.

Rotas were in place which ensured that people were regularly cared for by the same staff. This allowed for relationships to be developed between people and the staff caring for them. On the floor, teams were led by nurses who staff spoke very positively of. Staff retention levels were good and this stability resulted in greater comfort for people experiencing care. One staff member told us:

"for people with dementia, it is important for them to see regular faces. It helps us understand them and them understand us. We have a good team here and work very well together. Most of us have been here for a very long time".

Staff carried out their duties in a way that demonstrated an understanding of the training they had received. Conversations with staff also evidenced their knowledge in caring for people. Staff spoke positively of their work and told us they were proud to work in the home. A keyworker system had been introduced which increased staff empowerment and responsibility. This resulted in a positive and responsible culture in the home which enhanced good outcomes for people.

Staff engaged in supervision which gave them an opportunity to talk about their development. Staff spoke positively of the process of supervision where they felt able to bring up anything positive or negative about their work and life outside of the home. Regular team meetings provided staff with further opportunity to

discuss issues or concerns. Staff felt a sense of commitment towards the home. This resulted in a high level of staff retention, meaning that people would continue to be cared for by staff that they knew well.

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
1.3 People's health and wellbeing benefits from their care and support	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

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 iarrrtas.

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.