

# Grangepark Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
9 May 2024

**Service provided by:**  
Aberdeenshire Council

**Service provider number:**  
SP2003000029

**Service no:**  
CS2003000282

## About the service

Grangepark Home provides care and support for up to 34 older people. It is located in the coastal town of Peterhead, Aberdeenshire. The home is close to local amenities such as churches and shops. The home is a purpose-built one storey building and set in its own grounds. All bedrooms have ensuite toilet facilities. There are three wings, each has its own sitting and dining rooms. There is an additional large open planned lounge for larger social events. At the time of our inspection there were 31 people living in the service.

## About the inspection

This was an unannounced inspection which took place on 8 May 2024 and 9 May 2024 between 0930 and 1430. 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 seven people using the service
- Spoke to four families
- Received 29 responses to questionnaires
- Spoke with members of the staff and management team
- Observed practice and daily life
- Reviewed documents.

**Key messages**

- People enjoyed living there and families were happy with the service
- The staff team was stable, and staff knew people well
- There were plenty activities for people to join
- There was a complete approach to people's health and wellbeing
- The management team supported continual learning and improvement.

**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, therefore we evaluated this key question as very good.

People were very well dressed and cared for. Staff took time to ensure people's personal dress and grooming was reflective of the individual's choices. We observed people wearing their glasses and hearing aids. People's rooms were clean and personalised, with care taken with personal belongings. This meant people were treated with dignity and respect.

We found communication for staff starting a shift to have a very good level of information about any concerns and decisions about people's health and wellbeing. This enabled staff to provide the most appropriate care and support to people. This meant people could be confident those who supported them had the knowledge of any change in their support needs.

Care plans were person centred with people's likes, dislikes, and wishes. People had written their own support plan which meant the person felt valued and involved with decisions around their care and support. Care plans were kept in people's rooms, except where this was not suitable due to the potential to cause stress and distress. We saw relevant documentation, for example risk assessments and legal documentation. This meant people could be confident those who care and support them, had the relevant information available to them.

Medication was held in people's rooms in locked cabinets and was given when the person was ready for medication. For example, some people chose to get up early and then return to bed with medication being given when they were ready for the day. We saw this being recorded appropriately. We saw positive recording of "as and when required" medication, however the service should record the effectiveness of it. This meant people were getting medication at the right time taking in to account their daily life and choices.

Staff reviewed and monitored people's weights and where there were any concerns about weight loss we saw appropriate and timely referrals to the relevant person.

We observed staff using strategies and their own knowledge of people to de-escalate stress and distress in a very calm gentle manner. This evidenced the knowledge staff had of people, the training and how best to support people.

The advanced nurse practitioner from the GP surgery came on a weekly basis to review and support any concerns surrounding people's health and wellbeing. They could be contacted at any other time should this be needed. We saw the service seeking advice from allied professionals, for example NHS24, when there was a concern. This meant people could be confident that if there were any changes to their health and wellbeing, the service would seek advice and support promptly.

There was a good selection of choice for meals which smelt and looked appetising. People we spoke to said how much they enjoyed the food. If someone did not like what was on the menu, the catering staff would endeavour to provide what the person wished. This meant people's likes and dislikes were respected.

People ate either in the smaller lounges or in their rooms depending on their wishes. Menus were available to each person within their rooms. The service may wish to add menus to the table, as some people we

spoke with could not recall what was on the menu. Staff used show plates and verbally explained the choices available. We saw people having conversations at the table with each other, and for people who required additional support this was undertaken in a respectful way. Meals were unhurried and we observed staff ensuring people were uninterrupted, for example a visiting professional arrived during meal service and staff made sure the person finished their course before being seen.

Snacks and fluids were available, though this had to be asked for. To maintain people's independence, snacks and fluids should be readily available for people to access by themselves if able. This was brought up on day one of inspection and was in place on day two.

We saw people being able to walk safely around the home and people were encouraged to move. We saw a weekly activities programme with various opportunities both in the service and local community for people to be involved with, for example chair-based exercises and gardening. There were good links to the local nursery and school with visits which people thoroughly enjoyed. People were encouraged to continue their interests, for example being involved in choosing the flowers for the garden at the local garden centre. People we spoke to said there was 'plenty to do' and enjoyed the activities. During the inspection we saw some of the activities taking place and discussions about introducing differing activities. Therefore, people were supported to get the most out of life, reflecting their interests.

People told us about the lack of available transport to get out and about, especially for those who required for example a wheelchair. The service was actively seeking a solution to enable more people to enjoy community-based activities.

Families we spoke to told us the care and support was 'wonderful' and their relative was 'very happy.' They spoke about having 'peace of mind', in the care their relative received.

## How good is our staff team?

## 5 - Very Good

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

We found the staff group to be stable with many long-standing staff members. The staff knew people very well and were very respectful in their interactions with people. We observed staff to work in a calm, friendly manner with genuine warmth. People said staff were 'friendly and caring' and that 'staff have said they are happy to be part of the team.'

Staff were allocated to work in a particular unit for approximately 12 weeks then rotated around the other units within the home. We were told people using the service may prefer the staff group to remain in one unit for continuity. The service was considering this feedback when planning staffing arrangements. This meant people knew the service was listening to feedback and considering options to improve staffing arrangements to suit people.

We saw through training records that the service was making sure staff were attending relevant training ensuring they were competent to undertake their roles. There were staff champions, for example a medication champion who provided in house training and competency checks for staff. This meant people could be confident staff were trained and skills were continually assessed.

Staff meetings were well attended and covered topics such as good practice, new legislation, for example the Health and Care (Staffing) (Scotland) Act 2019. Team meetings also covered when situations did not go

so well and how as a team they could learn and improve outcomes for people. This meant people could be confident the service had a continuous learning ethos.

The service should continue to review people's care and support and the layout of the service and be able to demonstrate how staffing levels are meeting those needs. This would ensure people receive care and support when they need it.

We saw a staff wellbeing board with information on how staff could support their own wellbeing, and staff were encouraged to use the services available. Staff could add to the board if there was anything staff felt useful to support each other. At the time of inspection, the staff group were undertaking a walking challenge. This demonstrated a supportive approach to staff wellbeing and ensuring the staff felt valued.

## 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?	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

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