

Craighall House Care Home Service

Mansfield Care Administration
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Unannounced

Completed on:
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Service provided by:
Fairview Care Limited

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Service no:
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About the service

Craighall House is a care home for older people situated close to Ferry Road, in the Trinity area of north Edinburgh. The service is registered to provide residential care for up to 12 people.

The home is a single storey facility and consists of twelve single occupancy rooms, all with bedroom/sitting areas and en-suite facilities.

In addition, there is a shared lounge, dining room, bathing facilities, kitchen and laundry room.

The home has a small parking area at the front and is surrounded by enclosed level access gardens.

About the inspection

This was a full inspection which took place between 21 -28 June, 2024. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we considered information about this service. This included registration details, as well as other information submitted by the service and intelligence gathered since registration.

In making our evaluations of the service we spoke with five people using the service and five of their family representatives. We also spoke with seven staff and management, observed practice and daily life, reviewed a wide range of documents and spoke with an external professional.

Key messages

People described Craighall House as having a homely feel. They valued the small size of the facility and it's relaxed atmosphere.

Management were described as being approachable and responsive. Care staff were viewed positively. They were considered to be a real asset to the service.

The home was clean, well furnished and decorated. The communal gardens were well maintained and very much enjoyed by residents.

There was a strong emphasis on person-centred care approaches. People could engage with a range of social and recreational opportunities, if they wished to do so.

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?	5 - Very 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

We evaluated the provider's overall performance in this key question as very good. This meant positive findings significantly outweighed any areas for development.

People who experienced care (PWEC) advised that staff were polite, respectful and worked with kindness and compassion. They emphasised that care was delivered at a pace which suited their needs and abilities.

Staff were good at listening and always mindful of people's choices and preferences. These approaches enabled people to build good relationships with staff, which in turn helped facilitate positive well-being outcomes.

People were pro-actively referred to external professionals when changes to their health necessitated additional intervention. We saw positive responses to changing presentation around the likes of mobility, skin integrity and weight loss. These pro-active approaches contributed to positive health outcomes for PWEC at Craighall House.

Generally speaking, caring interventions were well planned and appropriately recorded. However, we found some gaps in oral hygiene and repositioning charts. We highlighted these to management during the course of our inspection, citing this an area for development

Medication administration was effective and followed the prescribers guidance. We were impressed by approaches to stress-distressed presentation and how the service sought to minimise the use of mood altering medication when people felt unsettled. As required medication protocols were up-to-date with good detail around when the use of medication was required.

There was some lovely feed back from PWEC around their engagement in activities which enabled them to get the most from life. We saw people enjoying the garden, going on outings and participating in organised events in the home, including seated exercise.

There was a good emphasis on inclusion and engagement for people who spent time in their rooms, either through choice or infirmity or ill-health. All staff sought to engage with people on a 1:1 basis and this was well documented in people's care records.

People spoke positively about being supported to maintain contact with leisure interests they enjoyed prior to moving to Craighall House. This helped them feel connected with their community. People confirmed they were able to access the gardens, weather permitting and said that really appreciated this outdoor space.

How good is our leadership?

5 - Very Good

We evaluated the service's performance in this key question as very good. This meant positive findings significantly outweighed any areas for development.

Management and senior staff were described as an asset to the service. People said they felt comfortable raising any issue directly with them and were confident about being listened too and getting a positive response, saying " I know the manager and would speak with them directly if there was any issue or concern around my care".

There were a range of formal opportunities through which people could share their views and contribute to service development in the home. Monthly resident's meetings and "resident of the day" reviews allowed people to engage in the provider's quality assurance strategies.

Family representatives also commented positively on being able to share their views and feeling listened to, saying, "management are accessible and approachable".

Management undertook wide ranging audits, across all aspects of care and service delivery. This allowed them scrutiny and oversight of how support was delivered, identifying any areas for development.

Accidents and incidents were well managed and appropriately documented. We felt confident that there was appropriate analysis and learning from unplanned events.

Senior staff undertook competency based evaluations of care delivery, focusing on staff practice during care delivery. These observations of practice outlined care practice and described events and outcomes arising from these interactions. The observations of practice contributed to management overview of the quality of support provided in the home.

How good is our staff team?

5 - Very Good

We evaluated the provider's overall performance in this key question as very good. This meant positive findings significantly outweighed any areas for development.

We considered how the Provider recruits new staff, looking at files from three recently employed members of the care team. Staff were recruited in compliance with best practice outlined in "Safer Recruitment Through Better Recruitment" guidance. This helped ensure that new staff at Craighall House were suitable for working with people experiencing care.

Staffing levels in the home were informed by a dependency tool which was regularly reviewed to account for changes in people's care needs and changing presentation. From our sampling of rotas and data derived from dependency tools, we observed that the home was staffed appropriately. We also noted that care staff were required to undertake domestic duties, as required, at weekends. Recruitment of dedicated domestic staff for weekend duties would enhance the staffing complement at the home.

When we spoke with staff they consistently referred to values which reflected those outlined in the Health and Social Care Standards. From our discussions it was evident that staff worked in a way that was mindful of these best practice principles.

People were very complimentary about staff practice. They said that staff knew them well and that they worked with appropriate compassion and good humour. Family members said that they recognised that staff knew their loved ones well. They were always informed about changes to people's presentation or any other significant events.

All staff were appropriately trained in areas relevant to the work they undertook. They said they worked well as a team and felt valued by management, the PWEC and their families. This sense of teamwork and feeling valued contributed to the positive staffing approaches we found at Craighall House.

How good is our setting?

5 - Very Good

We evaluated the provider's performance in this key question as very good. This meant positive findings significantly outweighed any areas for development.

The home was clean and well furnished, free of malodour and appropriately decorated. It presented as a tidy and well maintained care home environment.

People were encouraged to personalise their rooms. We noted that people were supported to do so. This added to the homely feel at Craighall House.

The level access communal gardens were a great asset to the home. The grounds were safely enclosed and always available to residents. They were well used during our inspection visits. People told us they enjoyed sitting outside, or looking out on the gardens from their room windows. There was a good array of garden furnishings, canopies, benches and raised bed planting areas for their use.

Facilities and equipment at Craighall House were well maintained. We checked and observed that equipment was clean and serviced at appropriate intervals. There were a whole series of maintenance tests and checks on facilities, including those associated with Legionella, safe water temperatures and fire safety.

This diligent approach to maintenance helped ensure that Craighall House offered people a safe and comfortable home environment.

How well is our care and support planned?

5 - Very Good

We evaluated the provider's performance in this key question as very good. This meant positive findings significantly outweighed any areas for development.

People and their families advised that they were closely consulted in planning care delivery and developing support strategies. This process began during pre-admission assessment and continued throughout people's stay at Craighall House.

Personal plans were detailed and contained very good information around people's routines, their preferences and wishes. This focus on promoting choice helped ensure staff facilitated person-led care outcomes.

There were a range of opportunities through which people contributed to and evaluated care delivery. People advised us that informal discussion was a natural process within the home. They were consulted around care delivery in an organic way, on a daily basis, " I can influence how my support is provided on a day-to-day basis, I am always involved and listened to".

We were impressed by approaches to six monthly reviews of care. The quality of the review recordings was very good, with detailed evaluations around outcomes associated with care and support. These reviews would be further enhanced by a greater focus on capturing people's views on the quality of staffing.

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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	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
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.1 Staff have been recruited well	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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