

# Burngrange Care Home Care Home Service

Burngrange Park  
West Calder  
EH55 8ET

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**Type of inspection:**  
Unannounced

**Completed on:**  
15 July 2024

**Service provided by:**  
West Lothian Council

**Service provider number:**  
SP2003002601

**Service no:**  
CS2003051731

## About the service

Burngrange Care Home is registered with the Care Inspectorate to provide accommodation and care for up to 40 older people. The service also provides support to people who have a history of enduring mental illness. The service is managed by West Lothian Council.

The service is located in a residential area of West Calder and is close to services such as local shops, churches and public transport.

This is a purpose-built care facility with accommodation on ground level. All bedrooms are for single use and have en-suites with bathing facilities. The building is divided into four separate living units named Burnlea, Fernlea, Gowanlea and Rowanlea. Each unit has a small kitchen, dining and sitting area. The lounge/dining areas are open plan leading to a hallway and residents' bedrooms. There is a designated smoking room in two of the units. A café at the entrance area of the building is accessible from all units. The home has an enclosed garden and a small car park. There is a separate main kitchen, a hairdressing room, laundry and staff facilities.

The aims of the service include:

- To enhance the independence of residents
- Provide the highest possible standards of care to promote the ethos of our care facilities
- Ensure the comfort and wellbeing of the residents in our care.

## About the inspection

This was an unannounced inspection which took place on 10 and 11 July 2024. The inspection was carried out by one 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:

- spoke with eight people using the service, four relatives and received nine completed surveys
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with two visiting professionals

## Key messages

There was a warm, welcoming atmosphere in the care home

People benefited from support that was individualised, respectful and carried out by a caring, competent staff team.

Staff knew people well and respected their choices and preferences

Skilled personal planning informed support tailored to people's individual social and healthcare needs

Good practice guidance was followed to ensure that staffing levels met peoples' needs

Management were visible and well known in the service and leadership was strong.

As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had an effective and well completed self-evaluation that was reflective of our findings.

## 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 major strengths that had a positive impact on people's experiences and outcomes. We evaluated this key question as very good.

There was a very welcoming and relaxed atmosphere within the service where staff interactions with people were very good. Staff engaged positively with people, treating them with genuine warmth, kindness and compassion. People had confidence in the staff and the management team

People and relatives we spoke with told us they had confidence in the knowledge, skills and practice of the staff team. People felt that healthcare needs had been well managed, commenting: *"the difference in my (relatives) health since coming to Burngrange has been amazing" and "I have every confidence that staff look after my (relative) well and recognise when they are unwell and act quickly"*. Health assessments were robust and up to date and we saw good links with healthcare professionals which meant that any changes in people's health care needs were responded to promptly.

A person-centred approach was in place to manage and prevent falls and fractures and people were encouraged to move regularly and remain as active as they could be, including regular exercise groups and using outdoor space where possible.

Staff understood the importance of meaningful connections. Activity co-ordinator's and staff engaged people in a range of activities, individually and in groups. Connection with the local community was important to some people and staff ensured that visits to the local community were organised. People told us they enjoyed the activities saying *"I enjoy all the things going on here. We had a cheese and wine night, that was really good" and "there's always something going on when I visit and my (relative) joins in quite a lot. We are really pleased about that as they weren't really ever interested before"*.

An electronic medication management system was in place and staff received regular training and observed practice checks on the use of the system and safe administration of medication. We observed staff carrying out medication support knowledgeably and safely. This meant people could be confident that medication support was carried out by skilled, competent staff.

Staff understood the value of good food and fluid management and the difference it makes to people's health and wellbeing. People told us they enjoyed the food and we observed positive, relaxed and supportive mealtime experiences. *"The meals are nice, plenty to eat and choices are fine. You can get something different if you want"*. Staff had a good awareness of people's nutritional needs and preferences and shared information about dietary needs and changes with the kitchen staff. The service kept good information about people's nutritional needs, weights and food and fluid preferences. Snacks and drinks were available throughout the day and people and their relatives could spend time in the 'cafe' and enjoy a hot or cold drink during their visit.

We observed very good standards of hygiene and cleanliness throughout the care home. Well established infection prevention and control (IPC) measures had been monitored via the daily walk-rounds and the wider quality assurance checks and audits. Staff had a good awareness of IPC procedures in line with current guidance and demonstrated this in their practice which helped to protect people from the risk of infection.

Peoples views were considered and the service had a clear, improvement plan and self-assessment in place identifying areas for improvement and evidencing areas where people's outcomes were being met. Care reviews were carried out and people, their relative or representative participated in reviews. we were told *"My (relative) is always listened to and participates in any reviews"*. When changes in peoples' healthcare or daily activities occurred, care plans were updated to reflect the changes.

## How good is our staff team?

## 5 - Very Good

We found major strengths that had a positive impact on people's experiences and outcomes. We evaluated this key question as very good.

Staff worked well together and there was a warm, relaxed atmosphere which contributed to the care and wellbeing of people living in Burngrange. There was a responsive assessment process in place that delivered the right number, skill mix and deployment of staff to meet residents' care and support needs.

The service followed guidance for safer recruitment practices and included people in the interview process. One person told us *"it was really good being involved in interviewing staff and I asked the questions I wanted to know about. I felt part of it and I was taken seriously"*.

Staff benefitted from regular supervision meetings which were supportive and gave staff opportunities to reflect on their practice and discuss training needs. All staff received regular training and observation of practice checks to ensure they were skilled, knowledgeable and competent in their role.

Staff communicated effectively between each other and handovers between staff facilitated this. People received care from consistent staff who knew them well and who had built up caring, trusting relationships with them. The staff appeared motivated and very good feedback was received from people they supported and relatives. We were told *"the staff are amazing, they have made such a difference to my (relatives) life, she is so happy here and it's because of the good care that the staff give. It's good to see the relationship my relative has with them"*. Another person said *"the staff are so friendly and caring. The activity girls are really good and a lot of fun. The staff are all great"*.

Staff were supportive of the management team saying they (management) were approachable and when any concerns arose staff felt comfortable discussing this with management and confident they would be supportive and responsive.

## 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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