

Strachan House Care Home Care Home Service

93 Craigcrook Road
Edinburgh
EH4 3PE

Telephone: 01313 363 166

Type of inspection:
Unannounced

Completed on:
17 July 2024

Service provided by:
Barchester Healthcare Ltd

Service provider number:
SP2003002454

Service no:
CS2007143314

About the service

Strachan House Care Home is a purpose-built care home for older people, registered by Barchester Healthcare Limited. The home is located in the Blackhall area of Edinburgh. It is close to local transport links, shops and community services. The service provides nursing and residential care for up to 83 people, there were 73 people living at the service at the time of this inspection.

Accommodation is arranged over two floors, in single bedrooms with en-suite facilities. The home is split into three units, each has it's own lounge and dining room. The service also has a large accessible garden.

About the inspection

This was an unannounced inspection which took place from 5 to 9 July 2024. The inspection was carried out by two 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 11 people using the service and eight of their family
- Spoke with 16 staff and management
- Received 51 questionnaires (of all types)
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- People described staff as caring and kind
- People were supported well to minimise trips and falls
- Quality assurance process and improvement planning were used well
- Staff described managers as approachable and supportive
- Some areas of the home required some updating and furniture
- Personal plans included detailed person centred information
- 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 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

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 observed warm, compassionate and caring interactions between staff and people using the service.

People's wellbeing, mobility and confidence were enhanced as the service promoted a person-centred approach to mobility and falls prevention. This was based on the most non-invasive approach possible, where positive risk enhanced people's lives. This ensured trips and falls were, wherever possible, minimised.

The service had a very compassionate and caring approach for people's health and wellbeing. A variety of charts and recording systems were used to ensure information was passed on regarding people's health and care needs. Staff responded quickly to people's changing needs, regularly assessing people's needs in terms of nutrition, falls, wound care and choking. This meant people had care and support that was based on their assessed healthcare needs.

The staff and management had developed mutually respectful relationships with external healthcare professionals, who visited the home regularly. This supported the development of holistic, good health and wellbeing outcomes for people. A healthcare professional commented "staff are very welcoming and take on board feedback and concerns".

A robust medication management system was used within the service. Some people had control over their medication, which promoted their independence.

People ate their meals in an unhurried and generally relaxed atmosphere, with as much support as they needed. Some people made the choice to eat in their rooms or in quieter places within the home.

Feedback on food was generally very good with most people enjoying the food, but some stating it was not always to their taste. People did, however, have the choice of alternatives to what was on offer. Menus included a range of fruit and vegetables, with cultural and special dietary requirements catered for. A variety of food and drink, including cakes, fruit, snacks, fruit juices, smoothies and hot drinks, were easily accessible in different areas of the home. This meant that people could choose where and when to enjoy various snacks and meals throughout the day.

How good is our leadership?

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.

Quality assurance systems were used well within the service by the staff teams and management. Managers had a great deal of oversight on the processes and documentation used within the service, from property maintenance, infection prevention and control, nutrition and falls to, care planning. This meant that people could be confident in the practices of staff and processes used as these were quality assured by managers.

The managers understood what was working well and what required improvement. They used a robust and dynamic improvement plan which was based on their self-evaluation of the service.

This document detailed all the areas they wished to improve. This included those identified by people using the service and their relatives who attended regular feedback meetings and completed surveys. We discussed with the manager how they could further strengthen this approach by formally gaining feedback in different ways. The manager agreed to consider alternatives. We'll follow this up at our next inspection.

People we spoke to had very little concerns about the service and described feeling confident in giving feedback if they had anything to share. This showed that the service was meeting people's expectations and people knew how to make a complaint if they wished to.

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.

Staff described their roles well and clearly understood their responsibilities. They were aware of the need to be flexible and responsive to the changing needs of people and the importance of ensuring that care and support was consistent and stable. We observed staff reacting quickly to call bells during inspection. This meant that people's needs were responded to promptly.

Staffing levels were determined using a dependency tool, which measured each person's care needs and generated the number of staff required for each day. This was reviewed and amended regularly, to ensure that people's changing needs were assessed and the right numbers of staff were used across the home.

Some people commented that a reduction in activity staff had impacted on their ability to engage with social opportunities. One person commented, "activities are at times limited". This meant that at times some people had less focus to their day. We discussed this with the manager, who agreed to look at how changes within some staff teams impacted on people's experiences. We will follow this up at our next inspection.

We observed staff working well with each other to support people, they effectively communicated and sharing tasks. This supported people to transition from their comfortable chairs to wheelchairs. Staff made the process a quick and stress-free experience, while using a compassionate and caring approach to supporting people with mobility aids. This meant that people benefited from staff working well together.

Staff described their colleagues and managers as supportive and approachable. This encouraged a warm atmosphere where staff could raise issues with the managers and gain support when needed.

Staff, including housekeeping, activities, hosts and maintenance staff described how their roles contributed to supporting the overall team to provide a quality experience for people. This meant that staff felt valued in their roles.

How good is our setting?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The home had a welcoming, comfortable and friendly atmosphere, with a variety of well used communal areas and places for people to connect with others. A small part of the main reception area was used as a space where people could help themselves to hot and cold drinks and snacks. People clearly enjoyed using this area to socialise with others.

People's rooms were as personalised as they wished them to be, with some people decorating their rooms with family photos, art and keepsakes. The large well-maintained garden was popular with people. We observed people sitting in a variety of places within the garden enjoying the weather and the company of visitors.

The home was generally, in a good state of repair and cleanliness. The maintenance team ensured that repairs and redecoration was completed quickly and at times that did not disturb people. Some carpets however, required some attention and some furniture needed replaced. The manager agreed to improve these areas and explained that new furniture had been ordered and was awaiting delivery. We will follow up these improvements at our next inspection.

Infection prevention and control was managed well within the home. There was however, a lack of general waste bins within some people's rooms and clinical waste bins were not easily accessible for staff to use. We discussed this with the manager, who agreed to look at the home's waste disposal processes to ensure there were adequate opportunities to safely dispose of items.

How well is our care and support planned?

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.

Personal plans were very detailed, containing a great deal of information, including risk assessments, personal wishes, detailed clinical monitoring and daily care notes for people. Legal documentation was in place for staff to access, as well as a robust admission profile. This meant that staff had all the information required to care for people well.

Information about people's preferences, history, hobbies and interests were also within people's personal plans. This ensured that staff were aware of people's care and support needs and what was important to them. This meant that people were supported by staff in a person-centred way.

Personal plans were audited by managers regularly and updated as required by staff. This ensured that information was up to date and in keeping with people's changing care and support needs.

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 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
3.3 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
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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