

Marionville Court Care Home Service

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Type of inspection:
Unannounced

Completed on:
30 July 2024

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Service no:
CS2007145240

About the service

Marionville Court Care Home is located in Edinburgh with close links to local shops and bus routes. Edinburgh city council are the provider. The home can accommodate up to 60 adults over two floors. Each floor had three units for 10 people and includes communal lounge, dining areas with pantry kitchens and ensuite bedrooms. The home has enclosed garden spaces. At the time of the inspection 51 people were living in the home.

About the inspection

This was an unannounced inspection which took place on 23, 24 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 ten people using the service and some family members
- Spoke with twenty one staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with three visiting professionals

Key messages

- People's health and wellbeing needs were being met.
- People knew the staff team that supported them.
- As part of this inspection, we assessed the service's self evaluation of key areas. We found the service was not yet undertaking self evaluation. We discussed the benefits of self-evaluation and how this approach should be adopted to support improvement in the service.

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?	4 - Good
How good is our staff team?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We made an evaluation of good for this key question, strengths outweighed areas where improvements had been recognised by the service.

People who lived in the service had their own ensuite room where they had items personal to them. The units had communal lounges and dining rooms, as well as quiet spaces with seating. The ground floor units had direct access to the outdoor garden spaces.

People in the service knew the care team. We observed kind, caring interactions between them. A family member told us the staff were kind and the service felt homely, whilst another said they always had a warm welcome on arrival. One person who used the service told us 'staff are brilliant here, they help me cope with my anxiety'. Regular agency staff were used to maintain continuity of care for people. The service worked on a model of integrated care, social and healthcare staff worked together to support people. This integrated approach meant people had access to the right staff at the right time to support their health and wellbeing.

Each person's personal plan was relevant to them. It recorded their likes and preferences. One family member told us they had been involved in the development of their family's plan and life story. Where people needed additional support, personal plans contained relevant risk assessments. Personal plans were evaluated regularly and audited with action plans in place. Managers had oversight of the audits. People and their families were involved in reviews. This meant people had a plan that was right for them as it included their choices, preferences and set out how to meet their needs.

Medication recording, storage and administration were managed well and audited by managers. A recent audit had identified an area for improvement relating to topical medication, the service had taken action and a plan was in place. We will monitor this at our next inspection.

A range of healthcare professionals visited the service regularly to assess, provide advice and support people. A professional we spoke to told us that referrals they received were relevant and that staff followed advice they provided. Professionals told us communication with the service was good and had recognised the new integrated way of working had helped with referrals they had received for people. A family member told us staff contacted them if their relative had been unwell and provided updates when they visited. These approaches for people showed they received responsive care and support from professionals and staff teams to maintain their health and wellbeing.

Mealtimes brought people together. They could choose to eat in the dining area or their rooms as they wished. Menus displayed the choices and alternatives were available. Staff were aware of people's cultural, dietary and food preferences. Kitchen staff received weekly updates regarding these as well. We observed people enjoying a meal together with no sense of rush. They had the choice of drinks at mealtimes and throughout the day as well as drinks in their rooms. Morning and afternoon drinks, teas and coffees included home baking. Fresh fruit was available also. We observed people enjoying ice lollies on a warm day. People also had the opportunity to provide feedback at their residents meetings regarding the meals. As a result of these approaches people had positive mealtime experiences.

A weekly activity group planner was displayed in the service with the recent introduction of a Men's group. A variety of local connections linked people to things that were of interest to them in the community. The activity team had recognised that 1:1 support for people who did not wish to take part in group activity required to be enhanced and were looking at ways to further support this for their wellbeing. Activity was regularly reviewed and we saw that people had provided feedback on their preferences. This meant people could choose to take part in activities that were meaningful to them that supported their wellbeing.

How good is our staff team?

4 - Good

We evaluated this key question as good. Service strengths had positive impact on outcomes for people and outweighed areas for improvement.

New staff had a period of induction to the service which included relevant training. One staff member told us induction was good, that they had the opportunity to shadow experienced staff prior to providing care and support to people. Training was either face to face or via e-learning and a varied range of topics were covered. Additional opportunities for learning were available from the team leaders and registered nurses. This meant people could be confident that staff who cared for and supported them had the right information training and resources.

The service used a dependency tool to establish people's care needs. This then showed the number of staff required each day on shift to support them. The service shared this information in the central foyer for people and relatives visitors to see. This tool was reviewed at least monthly or more often as people's needs changed.

We observed staff teams that worked well together. Agency staff we spoke to told us they enjoyed working in the home. The home had a warm and friendly atmosphere which meant people and staff benefitted from these good working relationships.

Staff came together for daily handovers at the beginning of each shift. In addition a new mid morning meeting with all teams on shift were held. At this, staff discussed and shared information on how best to support outcomes for the people they cared for. They also looked at ways of improving communication and learning for the staff team. A staff member we spoke to told us that this new meeting worked well and improved communication. These measures meant staff were up to date and aware of people's needs each day. People in the service benefitted from teams who shared information and worked together and were responsive to them and their 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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