

Inch View Care Home Service

233 Gilmerton Road
Edinburgh
EH16 5UD

Telephone: 0131 658 5000

Type of inspection:
Unannounced

Completed on:
1 August 2024

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Service no:
CS2009233011

About the service

Inch View is a 60-bed care home for older people, based in the Gilmerton area of Edinburgh. The service is provided by the City of Edinburgh Council and has been registered by the Care Inspectorate since 01 April 2011.

About the inspection

This was an unannounced follow up inspection which took place on 30 July 2024. The inspection was carried out by an 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 three people using the service
- Spoke with 10 staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

- Dining rooms were in the process of being improved
- Snacks and drinks were readily available for people to help themselves to
- Processes to quality assure meal time experiences had been developed
- Staff commented that opportunities for people to eat whenever they chose had improved

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 26 July 2024, the provider must ensure that people have 24-hour access to a range of food, drinks and snacks, to ensure people's health and wellbeing.

To do this the provider must as a minimum:

- a) ensure communal areas of the home have visible snacks and drinks available for people to help themselves to
- b) ensure snacks and drinks are in keeping with people's cultural, dietary and personal needs and preferences
- c) ensure people have 24-hour support available to make drinks and snacks
- d) involve people experiencing care and/or their representatives in giving feedback about the quality and choice of food and implement actions identified
- e) undertake observations of dining experiences and implement any actions required to ensure the mealtime experience is positive for people
- f) review the layout of the dining environment to support a positive dining experience where people can socialise.

This is to comply with Regulation 4(1)(a) and (b) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) 1.38 "If appropriate, I can choose to make my own meals, snacks and drinks, with support if I need it, and can choose to grow, cook and eat my own food where possible.

This requirement was made on 10 June 2024.

Action taken on previous requirement

Each kitchen within the four flats of the home had a variety of snacks and drinks available for people to help themselves to, within newly implemented pantries. These allowed people to have free access to food and drinks at any point in the day. Each dining room had a full fruit bowl with a variety of fresh fruit available. Fridges were well stocked with foods in keeping with people's preferences and dietary requirements.

Processes had been developed to enhance people's opportunities to give feedback on the menu and food and drinks. These were in the early stages of implementation. We'll follow these up at our new inspection.

Meal time observation processes had been developed to support staff to consider the meal time experiences for people, as well as a meal time operating procedure.

This set out the expectations of how meal times should be managed and the roles and responsibilities of staff. These had only just been implemented at the time of inspection. We will follow up the use of these processes and how they impact on people's dining experiences at the next inspection.

The decoration of two out of the four dining rooms within the home had been improved, with soft furnishing used to soften the room and make the environment feel more welcoming. We will follow up the implementation of these improvements across the home at the next inspection.

Met - within timescales

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.