

Galahill House Care Home Service

Barr Road
Galashiels
TD1 3HX

Telephone: 01896 478800

Type of inspection:
Unannounced

Completed on:
9 September 2024

Service provided by:
Mansfield Care Limited

Service provider number:
SP2005007720

Service no:
CS2009195945

About the service

Galahill House is a care home registered to provide a care service to a maximum of 24 older people. A maximum of two places can be used for emergency respite. Galahill House is owned and operated by Mansfield Care Limited.

Galahill House is a detached period building with an extension on the ground floor to the side of the original house. The bedrooms are single occupancy and most have en-suite showers and toilets. There is a large sitting room and dining room to the front of the house as well as a communal sitting area within the extension.

First floor bedrooms are accessed via the stairs or a stair lift. The home has its own car park and there are extensive well-maintained gardens and grounds surrounding the property.

About the inspection

This was an unannounced inspection of the service which took place on 3-4 September 2024. The inspection was carried out by one 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 people using the service as well as feedback from relatives. We also spoke with management and staff, observed practice and daily life as well as reviewed a wide range of documents.

Key messages

- Staff were knowledgeable about peoples care needs and preferences, this resulted in people feeling confident in their care.
- Effective leadership ensured the right care and support was in place to meet the desires outcomes.
- There were good working relationships between management and staff.
- Support plans were person centred and reflected peoples individual needs , intended outcomes and associated risks.
- People benefitted from staffing levels that supported their care needs.
- People living in the nursing home and their families were very happy with the care and support delivered.
- As part of the inspection, we assessed the services self-evaluation of key areas. We found that the service had begun to use self-evaluation, however, further work is required to develop this approach to support improvement.

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
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 made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

Staff clearly demonstrated the principles of the Health and Social Care Standards (dignity and respect) and were compassionate about meeting the care needs of people. Staff we spoke with were committed, flexible and dedicated to providing the best possible care to the people they support. One relative told us "The staff are very kind and caring towards my relative"

People were engaged in activities. They were smiling, laughing, and having fun with friends. Staff were kind and empathetic in their manner and displayed genuine warmth to those they supported. This had a positive impact on people's sense of self-worth and wellbeing.

A variety of activities were available to people, both within the home and trips out supported by staff. The home captured what people enjoyed doing as well as what they had no interest in. The manager had oversight of the activities people were doing to ensure everyone had an opportunity to be involved and continued to look at ways to make further improvements to this. External entertainers were booked in and staff were very involved in spending time with those they support and having meaningful interactions.

Medication administration was provided via paper medication administration records. Management monitored and audited medication to ensure any medication errors had been acted upon as well as stock control and storage of the medication. Staff received regular training to ensure safe practice which benefitted people's health and this was followed up by observations of practice carried out by the manager to ensure that staff were competent and skilled. People could be confident that the staff who supported them to take their medication safely had the correct knowledge and training.

Staff demonstrated a good knowledge of people's needs, through detailed agreed personal plans and support guidance which was current and reflected people's health and wellbeing needs. This meant people could be confident staff supporting them were well informed and worked consistently to help them achieve the outcomes they had identified.

People benefitted from access to tasty, varied and well balanced meals. The cook was familiar with the current dietary needs of each person. Staff encouraged and enabled people to eat their meals independently with the right level of support where needed. Support was offered in a respectful and dignified manner. Peoples wellbeing benefitted from an approach that enabled a healthy attitude to food and drink. Management and senior staff had a good overview of each person's nutrition and strategies were in place where anyone was at risk of malnutrition.

There was good clinical oversight of people's care and nursing needs. They benefited from regular healthcare assessments, access to community healthcare and treatment from competent trained practitioners, including prevention and early detection interventions. One healthcare professional who works closely with the service stated " The staff have been absolutely amazing with all the residents that have needed specialised care."

Feedback from those residing in Galahill House was very good , One person told us " I like it here, staff are very friendly and nothing is a problem, another stated " The home is good, the staff look after me well.

Through our observations of staff practice, we concluded that they were well-meaning in their actions and clearly wanted to take care of people. It was evident that the staff members were an asset to the service, contributing significantly to its effectiveness.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how those supported positive outcomes for people, therefore we evaluated this key question as very good.

The staff team were well established and worked well together. There was respectful communication within the team which created a warm atmosphere because of good working relationships. People supported received care from consistent staff who knew them well and who had built up caring relationships with them. The staff appeared motivated and very good feedback was received from those they supported.

It was evident that all staff had access to relevant training to meet the ongoing care and support needs of people. A training matrix was monitored by the manager to ensure staff training was up to date and reflected best practice.

Staff expressed that the management team were knowledgeable and supportive of their work. They demonstrated an understanding of the nature and challenges associated with supporting individuals they care for. Additionally, they described managers as open and approachable, fostering a supportive and collaborative work environment.

Staff arrangements were informed by assessments of people's needs. These were updated using the provider's dependency tool. During our inspection, staffing levels appeared to provide staff with adequate time to provide staff enough time to offer compassionate care and support.

Staff were all registered with relevant professional bodies and had an understanding of their responsibilities.

People benefitted from safe recruitment and induction which reflected positive outcomes for people experiencing care.

How well is our care and support planned?

5 - Very Good

We made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

All support plans sampled provided staff clear direction about how to deliver each person's care and support. The sample of care documentation viewed provided a good overview of the person's life history, what was important to them, their choices, wishes and preferences. This ensures the care and support delivered to people were person centred and meaningful to them.

Each section of the support plans linked into health and social care standards.

People benefitted from personal plans which were regularly reviewed, evaluated, and updated, involving relevant professionals and took account of good practice and their own individual preferences and wishes.

People were helped to live well right to the end of their life by making it clear to others what was important to them and their wishes for the future. This included receiving care in a place of their choice should they become unwell.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
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