

Lauder Lodge Care Home Service

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Type of inspection:
Unannounced

Completed on:
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Service provided by:
Care UK Community Partnerships Ltd

Service provider number:
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Service no:
CS2016351893

About the service

Lauder Lodge care home is situated close to Portobello in the north east of Edinburgh. The service has been registered with the Care Inspectorate since 08 December 2017 to provide care for 60 older people. The service provider is Care UK Limited, a private care and support provider.

The home is spread over three floors with lift access to upper floors. All bedrooms have en-suite toilet and shower facilities. There are a variety of homely communal areas available to people experiencing care, including a small cinema room, lounges, a cafe, outdoor patios and terraces and a well maintained garden.

At the time of the inspection there were 56 people experiencing care in Lauder Lodge.

About the inspection

This was a full inspection which took place from 04 September 2024 to 10 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 15 people using the service and 11 of their family members
- spoke with 17 members of staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- The service demonstrated excellent practice in supporting people to achieve their wellbeing outcomes.
- People experienced excellent dementia care and end-of-life care.
- People's wellbeing benefitted from a sector leading approach to regular activity.
- People experiencing care and their families were actively involved in the development of the service.
- Staffing levels were right and staff worked well together which benefitted people experiencing care.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had made positive progress in completing their self-evaluation. The service should continue 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?	6 - Excellent
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?

6 - Excellent

The service demonstrated performance in this area which was innovative and sector leading. We evaluated the service under this key question as excellent.

Staff interactions with people experiencing care were very warm, encouraging and focussed on promoting people's independence. People were free to make use of the building. Doors to units, balconies and the enclosed garden were open which gave people a larger living space. Risk assessments were in place to ensure people's safety when accessing these areas. This demonstrated a commitment towards people's freedom of movement, leading to enhanced wellbeing outcomes.

Staff treated people with dignity and respect and were focussed on achieving the best possible outcomes for the people they were caring for. Staff took time to build trusting relationships with the people they were caring for and their family members. This helped relatives build trust and confidence in the service. One family member commented:

"there is genuine care here which is very nice to see. Staff are always really responsive and it's been really nice to get to know the staff. It's a very warm and welcoming environment. It's good we know the people taking care of our loved ones".

Conversations with staff demonstrated they were extremely compassionate about their role. Staff spoke about feeling love for their residents and family members we spoke with confirmed they had picked up on this too. Relatives had peace of mind that when they weren't present, their loved ones still experienced love, compassion and a sense of belonging. Health and social care professionals we spoke with praised the service for their work in caring for people and how this helped people remain well. One professional commented:

"what I really like is the staff are so real. They genuinely care about their residents.... people are made to feel worthwhile. They are so person centred. The care there is phenomenal - they are so good. They have gone from strength to strength to strength".

People experiencing care and their relatives had a high level of involvement in the home. One relative had taken ownership of producing the home's newsletter. Where possible, people were supported to continue with daily living tasks in the home. For example, some people were supported to change their bedding regularly and others were supported with weekly shopping in the community. People were supported to continue living the life they had before moving into the home. This evidenced an innovative and sector leading approach to ensuring the best possible wellbeing outcomes for people.

The home continued with a Wishing Tree initiative where people experiencing care had informed staff of the dreams and wishes they would like to achieve. One person had achieved their wish of learning how to tap dance. Another person expressed a desire to make their life more purposeful. To achieve this, the home created a part-time reception job within the building. This evidenced a positive risk-taking approach to the benefit of people experiencing care. We encouraged the service to continue with this innovative approach to caring for people and helping them achieve their wishes.

The provision of activities in the home was excellent. People experienced enhanced wellbeing outcomes due to an innovative and sector leading approach towards activity.

Activities in the home involved all staff but were led by a strong, dedicated activity team. Activity plans were varied with five or six events taking place every day, including regular physical activity and visits from local community groups. Activities were also available for people to take part in out with the home such as playing golf and attending tea dances. Activities were provided both for people who liked to do things in groups and for those who preferred one-to-one activities. People experienced enhanced wellbeing outcomes as a result of regular activity.

The service were committed to improving the care experience for people living with dementia. A 'Namaste care' approach had been developed where staff focussed on the individual needs of people with dementia. This work had recently been recognised within the service's provider group as demonstrating exemplary practice in advanced dementia care. Sensory based 'Namaste care' activities were embedded in activity schedules with sessions held by trained and dedicated staff. This work was very personal in nature and provided stimulation for people in an intimate setting. One relative commented:

"they do something called Namaste which (my relative) really enjoys - ringing bells, holding hands. (My relative) smiles a lot with that so (they) must really enjoy it. (My relative) really feels the benefit of the Namaste activities. (They) look forward to it and go twice a week. It makes (them) very happy".

People's health benefitted from regular engagement with other health services. People were regularly in touch with social workers, GPs, dentists, podiatrists and a wide range of clinical specialists. This multi-agency approach helped people keep well and ensured their health needs were being met.

Medication systems were excellent. People's use of medication was regularly reviewed and audits of medication practices were regularly carried out by seniors in the service. Staff had received training in the administration of medication which helped them gain confidence in their practice. Electronic systems were used to facilitate the administration of medication. This meant that safeguards were in place to ensure people were administered medication according to instruction from GPs.

The home demonstrated excellent practice in how they cared for people at the end of their lives. This practice had been recognised with an accreditation from the Gold Standards Framework in this area. Staff showed great compassion when caring for people in their final days. Relatives were comforted due to the service's transparency in their approach to end-of-life care. One relative told us:

"I have witnessed pieces of end-of-life care and have been really impressed with the way staff have been so gentle, kind and attentive to people in their last days- giving hugs, stroking hands and talking to people. It's lovely, it's what you would want to see. It seems so natural and genuine".

How good is our staff team?

5 - Very Good

We found significant strengths regarding the staffing of the service and how this supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

The recruitment of new staff was carried out in a safe manner with systems in place to reduce risks to people experiencing care. Processes were in place to ensure potential staff demonstrated the values required for caring for people. Induction processes ensured staff were equipped to start supporting and caring for people effectively. People were kept safe as a result of good recruitment and induction processes. One relative told us:

"I think the care sector has a real challenge with recruiting and retaining the right people. (The managers) work really hard to get that right and that's what makes a difference. If you get the values, tone and culture right, you're in a good place. There's real striving going on to make that place a real home for people. That's what you as a relative really care about".

Staff completed training that was relevant to their roles. Training records were kept and evidenced a high level of completion of courses. Staff were supported by leaders to identify and develop areas of expertise within the home. They were then given responsibility for rolling out training to impart their knowledge to the rest of the team. This helped build staff's skills and kept them engaged with the service. Ultimately, this retained staff within the service, meaning people would continue to be cared for by staff they knew well.

Rotas were in place which ensured that people were regularly cared for by the same staff. This allowed for relationships to be developed between people and the staff caring for them. A dependency tool in place ensured that staffing levels across the home were flexible and met people's needs. The home worked as one large team with staff helping out with any roles that would benefit from their input. One staff member commented:

"the team I have around me makes such a difference - we have such a good bunch of people here and all help each other. It's important to check in with everyone I'm working with and how we're supporting each other - because ultimately this has an impact on our residents".

Staff engaged in supervision which gave them an opportunity to talk about their development. Staff spoke positively of the process of supervision where they felt able to bring up anything positive or negative about their work and life outside of the home. Staff were recognised for their contributions to the service and were nominated for awards for 'going the extra mile'. Regular team meetings provided staff with further opportunity to discuss concerns and offer ideas for improvements. One staff member told us:

"I know this home is really good and that we're all passionate and it feels like a real community. But there's always places that we can improve on. It happens often, if you go to (the manager) with an idea, (they) say 'great - how can we make that happen'".

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?	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
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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