

Elm Cottage Care Ltd Care Home Service

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Type of inspection:
Unannounced

Completed on:
9 October 2024

Service provided by:
Elm Cottage Care Ltd

Service provider number:
SP2018013189

Service no:
CS2018369825

About the service

Elm Cottage provides a care home service for eight people. The service is provided by Elm Cottage Care Ltd. The property is a detached two storey house in a quiet residential area.

Each person has their own bedroom, four of which are en suite. There is a bathroom on the ground and first floor. The house has two lounges, a dining area, kitchen, utility room and a staff office. The rear garden is landscaped and enclosed.

About the inspection

This was an unannounced inspection which took place on 8 and 9 October 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:

- spent time with seven people using the service and received feedback from relatives
- spoke with seven staff and management and received feedback from nine staff via a survey
- observed practice and daily life
- reviewed documents
- received feedback from two professionals involved with people who live in Elm Cottage.

Key messages

- People were treated with dignity, compassion and respect.
- There were warm, encouraging, positive relationships between staff and people.
- Staff were invested in ensuring people were supported to live as meaningful a life as possible.
- Staff were flexible and supported each other to work as a team to benefit the people living in Elm Cottage.

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

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.

People experienced care and support with compassion because there were warm, encouraging, positive relationships between staff and people living in Elm Cottage. Staff knew people well and understood what was important to them and this supported them to achieve their individual outcomes.

People's care and support was focused on promoting independence, dignity, privacy and choice. People were respected and listened to and their wishes and preferences were used to shape the way in which they were supported. People benefitted from regular interactions and engagement with staff. This included encouragement and opportunities for people to feel included and attached to others. Social bonds both within and outwith Elm Cottage were strengthened because the support people received enabled them to build and maintain meaningful relationships with others. This promoted people's sense of wellbeing.

People's rights were respected and support was personalised and outcomes focused. Restrictions were kept to a minimum and carried out sensitively, and people's wellbeing and sense of worth were enhanced by staff who were knowledgeable about and valued diversity. Where people's behaviour could be seen as challenging to others, staff provided sensitive support to reduce the impact of this.

People's physical, emotional and mental health and wellbeing were at the forefront of all decisions made by both management and staff. We saw that people benefitted from a comprehensive, holistic health assessment, screening and care and support based on good practice and evidence-based guidance. There was a robust medication management system which adhered to good practice guidance and people's medication was regularly reviewed to ensure it met their identified health needs. Relevant health professionals were involved whenever this was appropriate and relatives told us that they were kept well-informed. A professional involved with the people living in Elm Cottage told us, "*Elm Cottage staff manage Epilepsy particularly well. I am in regular contact with staff who always give good information and action any recommendations*".

People's wellbeing benefitted from an approach that enabled a healthy attitude to food and drink in a homely, comfortable setting. People were involved in choosing drinks, meals and snacks, and sensitive support was provided for people who needed assistance to eat and drink. People enjoyed their meals in an unhurried, relaxed atmosphere and told us they enjoyed the food.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the staffing within Elm Cottage, how well staff worked together, and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

People could be confident that staff were recruited in a way which had been informed by all aspects of safer recruitment guidance, including a strong emphasis on values-based recruitment. The process was well-organised and documented, and followed consistently. Induction and training were robust, with specific training carried out to meet the particular needs of the people living in Elm Cottage.

People benefitted from a warm atmosphere because there were good working relationships within the staff and management team. There was effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people. Staff were clear about their roles and responsibilities, with written information they could refer to. Observations of practice and supervisions were behind schedule, however, there was a plan in place to address this and staff felt well supported and confident in carrying out their role. A staff member told us, *"Elm Cottage maintains a high standard of care and works in the residents' best interests. Management encourage you to further your skills and knowledge in the role"*. This meant that people were being cared for by staff who understood, and were sensitive to their needs and wishes.

Staff were deployed effectively, worked well together and were confident in building positive relationships with people. This meant that staff spent as much time as possible engaging meaningfully with people. The right number of staff with the right skills were working at all times to meet people's needs. Staff had time to provide care and support which met the individual needs and wishes of people and were committed to supporting people to achieve their outcomes and to get the most out of life.

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

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