

Graceland Care Home Service

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Type of inspection:
Unannounced

Completed on:
8 November 2024

Service provided by:
Graceland Nursing Home Ltd

Service provider number:
SP2008010026

Service no:
CS2003000766

About the service

Graceland is registered to provide a service to a maximum of 70 older people. The provider is Graceland Nursing Home Ltd. The family owned service is provided from purpose-built premises located in a residential area of Kilmarnock, with nearby access to the town centre and local amenities. Single room accommodation is provided across two buildings with 40 of the 70 single rooms having en suite facilities that include wet floor showers. The remaining 30 bedrooms have their own en suite sink and toilet with shared adapted bathroom/shower facilities. The division of the lounge and dining areas into six smaller group living areas lends itself to a homely feel and there is a good sized, well maintained and accessible garden.

About the inspection

This was an unannounced inspection which took place on 6 and 8 November 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.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, the setting, and planned care/support.

We confirmed that the service continued to provide a very good level of care and support. We know this because on this inspection we:

- spoke with nine people using the service and five of their family
- spoke with 20 staff and management
- observed practice and daily life
- reviewed documents
- spoke with external professionals.

Key messages

Legal assurances

We found the service was operating legally and in line with their conditions of registration. Including, having the appropriate insurance in place and a range of policies and procedures that promoted very good outcomes for people. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Well-being

People received reliable and consistent support from a skilled and competent staff team with whom they had positive, trusting and caring relationships. Family members felt involved and well informed, telling us they were very satisfied with the standard of care and support provided.

Staff understood their responsibility to protect people from all forms of harm. We confirmed appropriate assessments and referrals were made. One visitor told us: "she has come on leaps and bounds since she came in here; they are so nice and friendly".

Guidance to help staff manage medication was very clear, and as a result people were supported to take the right medication at the right time which promoted their safety and wellbeing. We observed people being supported with their medication needs in a way that was person-centred and promoted choice, independence, and skill retention.

Leadership

The management team were visible, supportive and accessible to residents, their families and the staff team. Quality assurance and improvement was well led; the service demonstrated a high level of commitment to continual improvement.

People spoke positively about the management team who were seen as being responsive and approachable. Comments included "the care is excellent and managed very well", "The managers are responsive and attentive".

The provider had used a range of methods to evaluate the quality of the service. These included, team meetings, staff supervision, questionnaires and analysis. This meant that people had opportunity to make suggestions on how the service could continue to improve and develop.

Staffing

People were kept safe because the service had effective recruitment practices in place with a strong emphasis on values-based recruitment. There was a clear link between the needs of people using the service and the skills and experience of staff being recruited. As a result, feedback about the staff from people who used the service, and their relatives was very positive. "Very happy with the care and the staff, they are brilliant" was a comment made by one relative.

Staff told us there was a good induction and training programme at the home which supported them in their roles. One staff member said, "The induction period is tailored to the Graceland approach, we want staff to support people in a particular way".

Staff training records were up to date for essential training and staff received regular refresher sessions. This, along with the positive feedback we received about staff, assured us that staff had the necessary skills, training, and competence to provide safe care.

We observed good staffing levels during our inspection which staff told us was normal. They said this allowed them to spend quality time with people. People we spoke with told us that they never had to wait long for help from staff. This assured us that there were enough staff to meet peoples needs.

Setting

The home was clean, bright and well maintained. The home provided small group living which enhanced people's experience of care and support. The provider had been responsive to feedback from people and their families.

Planned care and support

People benefitted from personalised and responsive support in addition to good communication and involvement.

People could be confident that they would be fully involved in developing and reviewing their personal plan. The personal planning and health risk assessment documentation we reviewed contained detailed descriptions of the level of support each person required. This included defined outcomes important to each individual. Plans had been reviewed regularly in consultation with individuals and those closest to them. This meant that people got the most out of life because they were supported by staff who had an enabling attitude and believed in their potential.

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

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