

# South Grange Care Home Care Home Service

South Grange  
Grange Road  
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Dundee  
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Telephone: 01382 535 111

**Type of inspection:**  
Unannounced

**Completed on:**  
21 November 2024

**Service provided by:**  
Barchester Healthcare Ltd

**Service provider number:**  
SP2003002454

**Service no:**  
CS2007142954

## About the service

South Grange Care Home is located in Monifieth, Angus. The service provides 24-hour residential and nursing care to a maximum of 64 older people, which includes one person aged under 65. The service also provides care and support to a maximum of 21 people with physical and sensory impairment. This care is provided in a separate unit within the home called the Seven Arches.

All areas of the service work to the same policies, procedures and principles as laid out by the registered provider Barchester Healthcare Ltd.

## About the inspection

This was an unannounced inspection which took place on 18 November 2024 from 09:30 to 17:15 and 19 November 2024 from 09:30 to 17:30. The inspection continued virtually on 20 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.

In making our evaluations of the service we:

- spoke with 19 people using the service and eight of their family;
- spoke with 13 staff and management;
- observed practice and daily life;
- reviewed documents; and
- spoke with visiting professionals.

**Key messages**

People and their families valued the care and support they received

Staff knew people well

People benefited from a consistent staff team

The staff team worked well together

People were supported to be as independent as possible

**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 how care and support was planned and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People's care plans were detailed and person centred. The plans included information about people's needs and preferences. The plans were updated regularly and this meant staff had information on any changes to people's needs and support. People and their families were involved in planning their care and support. Reviews of people's plans took place regularly. Families told us they were involved in reviews and that they appreciated the monthly update which had recently commenced.

We observed that people benefited from a consistent staff team. Staff knew people well and these connections enriched people's lives and promoted good outcomes. People felt valued. The values of the service reflected the Health and Social Care Standards.

People looked well and were comfortable. People told us staff were kind and caring. We observed effective use of technology in supporting people within the Seven Arches unit of the home. This enabled people to be as independent as possible and control their own environment. People always had access to their communication aids.

The service was responsive to people's health needs. For example, any changes to people's health were identified and responded to. There was regular access to external professionals. Clinical meetings were held to review people's health and well-being. This kept staff and management informed and meant people received the right support at the right time.

Care plans included details about people's end of life wishes. One professional stated "end of life care is a particular strength in South Grange with coordinated care provided which cares for the residents and their families".

The service had appropriate policies and procedures in place. People's medication was managed well. We observed that some people did not receive their topical medication, such as creams at the required frequency, but we were confident that the manager was addressing this.

Accidents and incidents were recorded and there had been learning from adverse incidents. The service should ensure any incidents are reported timeously to relevant agencies. There had been consideration to the management of falls and post falls analysis with the introduction of a falls team. This included maintenance staff in considering the environment. This helped identify and manage risk.

Resident and relative meetings were held and relative meetings sometimes included guest speakers which provided additional support to families. We observed that families were able to access the home, have lunch with their relatives, participate in activities and use the café area. This promoted people's relationships. One relative told us "I am still involved; we eat together every day."

There was a range of activities and social opportunities for people to participate in if they wished. This included links to the community, entertainment, and nursery children visits. The service also had a Facebook page which shared information and photographs with families. People's spiritual beliefs and needs were supported, and a church service took place. One person told us "I am doing things I never thought I would do." Another person told us, "I am treated like a King."

Some people enjoyed the food whilst others told us the quality varied. The manager sought people's feedback, and we were confident this would continue to be monitored and reviewed. The mealtime experience was relaxed, and support was tailored to people's individual needs.

The environment was pleasant, nicely furnished, welcoming and homely. People's rooms were personalised. The home was clean and tidy. Staff had a good knowledge of infection prevention and control procedures. There was an appropriate stock of PPE (Personal Protective Equipment) for staff. This helped ensure people were protected as much as possible from any infections.

### How good is our staff team?

**5 - Very Good**

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

People benefited from a consistent staff team. The service used a dependency tool to consider people's individual needs and assess staffing levels. Staffing in the service was well organised with allocation of duties and expectations. This meant staff had direction and were clear about their role and responsibilities.

We observed that staff were professional and worked well together. One person told us "We are a team, and we work together, if someone is busy someone else helps." People living in the service and their relatives shared that they valued the staff team. During the inspection staff were observed to be visible and responsive to people's needs. People's buzzers were answered quickly. There was a whole team approach regardless of people's roles. A meeting was held regularly which involved all staff teams and ensured all staff had access to relevant information to support people.

External professionals told us that the staff were caring and considerate. Families reported that communication was good, and they were always kept informed of any changes to their relative.

Staff had access to one-to-one supervision. Observations of staff practice were undertaken. This helped ensure staff had the necessary skills, knowledge, and experience to support people.

Staff meetings were held and staff reported feeling supported by the leadership of the service. There was a calm, positive atmosphere throughout the home which impacted positively on people and visitors.

An induction took place for new staff which involved two weeks of shadowing more experienced staff. We observed that some staff training was out of date. The manager immediately responded to this, and it was addressed during the inspection. The leadership team and staff should ensure training is kept up to date.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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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