

Chamberlain Road Nursing Home Care Home Service

7/9 Chamberlain Road
Edinburgh
EH10 4DJ

Telephone: 01314 472 849

Type of inspection:
Unannounced

Completed on:
19 November 2024

Service provided by:
Elder Homes Limited

Service provider number:
SP2003002448

Service no:
CS2003010621

About the service

Chamberlain Road Nursing Home is owned and managed by Elder Homes Limited and is situated in the residential area of Bruntsfield in Edinburgh. The home is close to several main bus routes and has access to a range of local shops, restaurants, cafes and other community facilities.

The home is registered to provide a care service to a maximum of 29 older people.

The home is accessed by glass doors leading to sitting areas, a dining room and private bedrooms which are spacious and well-presented, most with en-suite with level access shower or toilet and wash hand basin. Accommodation is provided on two floors, with stairs and a passenger lift giving access to the upper floor. The home is set in its own grounds, with a small, paved area and parking area to the front and an enclosed courtyard garden to the rear. Parking is also available to the rear of the care home.

At the time of the inspection, 28 people were living in Chamberlain Road Nursing Home.

About the inspection

This was an unannounced inspection which took place on 18 and 19 November 2024 between 10:00 and 16:15. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

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 seven people using the service, and four of their friends and family members
- Spoke with staff and management
- Observed practice and daily life
- Reviewed documents
- Reviewed feedback from our questionnaire responses from 11 people using the service, 13 Relatives, 11 staff and two external health professionals.

Key messages

Legal assurances

We found people were safe and protected from harm because the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place. The provider had a range of policies and procedures which promoted good outcomes for people. People could be confident in the organisation providing their care and support.

Wellbeing assurances

The provider had a comprehensive adult support and protection policy in place. All staff were trained and had understood their responsibilities in keeping people safe. People felt safe and secure at the home. Relatives commented 'this is the safest place' and 'small issues are acted upon'.

People were kept safe from the risk of infection as staff had the necessary training in infection prevention and control. Housekeeping standards were maintained in line with current guidance. People benefitted from living in a home which was clean, tidy and welcoming.

Processes were in place to ensure individual's health needs were met in line with expected outcomes. People's families commented their relatives were 'flourishing' and 'thriving in their care'. Medication processes were well managed, and people were encouraged to be as independent as possible when taking their medicines. Staff were trained in the administration of medication, giving people assurances that staff were knowledgeable and competent.

People had regular contact with family and friends and visitors were welcomed in the home. Individuals were supported to take part in community events helping them build relationships with others living locally. People benefitted from meaningful connections which helped meet positive wellbeing outcomes.

People were supported to remain active, and a wide range of activities was on offer each day of the week. Individuals were encouraged to share ideas for new events and could be confident the service would do their best to include them in their programme. People told us 'There are always plenty of activities going on' and 'we are encouraged to take part'.

Leadership assurances

The manager maintained good oversight of all aspects of the service and was responsive to change and unexpected situations. Staff felt supported by the management team, all of whom had a high presence throughout the home

Meetings were held for people and their relatives so they could share their opinions and give feedback about the service. Individuals felt listened to and one person told us 'My views are valued and respected'.

A series of checks and audits were implemented by the senior team, issues were identified, and actions were regularly reviewed. A process of self-evaluation had started, including a focus on meaningful connection. A comprehensive improvement plan had been established with involvement from a variety of stakeholders and including the views of people using the service and their relatives. People and their relatives could be confident the provider promoted a positive culture of continued improvement.

Staffing assurances

People were kept safe because the service had effective recruitment processes in place, in line with the principles of 'Safer Recruitment, Through Better Recruitment'. New staff took part in a comprehensive induction and programme of training relevant to their roles. Staff told us their training experience was very positive. People could be confident staff had the skills required to provide very good standards of care and support.

The provider had a process in place to assess the required staffing levels in relation to people's needs. This was reviewed monthly to ensure staffing levels were maintained in line with people's changing needs.

We observed very good care and support, carried out by staff who were highly motivated. Staff shared a good mix of skills and knowledge across the different roles. Staffing levels allowed for more than basic needs to be met and staff had time to engage with people in a way which was meaningful and compassionate. People said, 'we couldn't have better staff' and 'they are the kindest'.

Setting assurances

The home was bright, warm and homely with high quality furniture and fittings. People had access to the paved garden area which was safe and inviting with various seating areas. People were supported to bring their own furniture and could choose the décor for their own bedroom, making them feel at home.

The premises was in a good state of repair with plans to redecorate the dining area in 2025. A new lift had been installed, and care equipment was clean and well maintained, with regular servicing taking place. Arrangements for the ongoing maintenance of the premises were well managed, and records were in place to confirm health and safety standards were met. People could be confident of having a safe and comfortable living environment.

Planned care/support assurances

Individual personal plans were in place which contained clear details of people's needs, wishes and expected outcomes. Staff had the guidance they needed to support people safely and in line with their assessed needs. People and their relatives were fully involved in planning and reviewing their care and any necessary changes to their support were made promptly. People told us the care was of 'a very high standard' and staff 'make everything perfect for me'.

Staff knew people well and had a good understanding of individual's skills and abilities. We observed very good practice where people were offered choice and support at the level they needed. People benefitted from staff who were knowledgeable, attentive to their needs and helped them achieve positive outcomes.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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