

Eildon House Care Home Service

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Edinburgh
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Telephone: 0131 341 4140

Type of inspection:
Unannounced

Completed on:
3 December 2024

Service provided by:
Eildon Care Limited

Service provider number:
SP2013012074

Service no:
CS2013317488

About the service

Eildon House Nursing Home is registered to provide a care home service to 24 older people. At inspection 18 residents were living in the home.

The provider is Eildon Care Limited, part of the Mansfield Care Group.

The home is a three-storey converted terraced house, situated within a central position in Edinburgh. All bedrooms were single occupancy. Each room, except for two, had en-suite facilities. There was a passenger lift that supported people to move between floors.

About the inspection

This was an unannounced inspection which took place on 3 December 2024. The inspection was carried out by one inspector. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with people living in the home
- gave family members an opportunity to give feedback through the completion of questionnaires
- talked with members of staff and the management team
- observed staff practice and daily life
- reviewed a range of documents

Key messages

- People experienced compassionate care because there was warm, encouraging, positive relationships between staff and the people they supported.
- Staff in the service understood their role in supporting people's access to healthcare.
- People were supported by a consistent team of staff that they knew well and had confidence in.
- Staff felt well supported by management and had regular opportunities to discuss concerns within supervision sessions or at team meeting.
- Personal plans contained comprehensive information on all areas of care, need, and risk assessments.

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 evaluated this key question as very good where we found significant strengths in aspects of the care provided which supported positive outcomes for people.

People experienced compassionate care because there was warm, encouraging, positive relationships between staff and the people they supported. People we spoke with told us staff were always friendly and attentive, stating they could not fault any aspect of the care they received from the staff team.

Staff demonstrated comprehensive knowledge of people's needs. This meant that people could be confident that staff supporting them were well informed and could identify when someone was feeling unwell or their care needs changed. Everyone looked well presented and care was taken to ensure people's appearance was how they would have done so themselves.

A new call bell system had been introduced which was linked directly to staff mobile devices. This resulted in a calm, peaceful environment and aided to promote the wellbeing of people living in the home by lessening noise and disruption. We found staff to be very attentive to people's care throughout the day, when a person requested staff to carry out a task, this was completed promptly and respectfully.

We observed people being given the opportunity to participate in a variety of activities during our inspection. This included a chair fitness group, flower arranging and movement to music. A number of activities were provided by external facilitators. This enhanced the experience for people, as each external facilitator was specifically trained in the chosen activity. A weekly timetable of activities was available for everyone, this included, walks, outings, external events and entertainers in the home.

Because staff knew people so well, they were able to quickly see if something was wrong or the person wasn't feeling themselves. There was a very good overview of people's changing health needs by the manager. There was very well recorded input from external health professionals, giving guidance for any changing health needs. Where advice was needed, such as dietician or tissue viability nurses, the referrals were made promptly with any identified actions recorded in the care notes. Key processes such as the monitoring of people's weight, falls and risk assessments were in place and were regularly reviewed. This meant people could be confident their health and wellbeing needs were being met.

The online care planning system contained comprehensive information about people's healthcare needs and preferences for support. These were reviewed monthly and updated as needed. Personal plans were well written, person centred and gave a very good insight into the person. Documentation was overall, well recorded, and enabled accurate evaluations of care.

There was guidance in place to support someone experiencing stress and distress. Staff knew people very well and were able to redirect them effectively. We saw examples of this during the inspection. We found staff to be patient, able to re-assess when their intervention was not working and adapt this accordingly. This meant people were supported in a way which suited them and helped to de-escalate any potential incidents.

Medication was well recorded, effectively audited and administered. This meant people could be confident medication was being appropriately managed for them.

The chef and staff knew the residents' dietary needs and choices well. Eating and drinking was being effectively monitored, and we saw staff encouraging people in their rooms to drink throughout the day. Where residents needed help to eat and drink this was done in a dignified relaxed way at their own pace.

The manager had a strong overview of all care in the home. This included, observed practice, quality audits, daily walk arounds, feedback from relatives and people living in the home.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good where we found significant strengths in aspects of the care provided which supported positive outcomes for people.

Staff were recruited in a safe way. Induction processes were in place, including a probationary period, to ensure new staff were supported to achieve the expected standards of the provider which leads to better outcomes for people in the home.

Staff attended daily meetings to share information and plan each day. These enabled consistent communication between management and staff and supported positive outcomes. The staff team were well established and worked well together. We saw respectful communication between staff which created a positive and relaxed atmosphere in the home. We found staff also worked on their own initiative, ensuring help was provided as needed to every person living in the home.

Systems were in place to show that staff were appropriately registered with regulatory bodies such as the Nursing and Midwifery Council (NMC) and the Scottish Social Services Council (SSSC). These were up to date and assisted the service to keep people safe and promote a professional staff team.

Staff arrangements were informed by assessments of people's needs. These were updated monthly using the provider's tool. Staffing numbers were flexible to meet people's health and wellbeing needs. Staffing allowed for time to be spent taking part in activities or simply spending time chatting to people in a relaxed informal way. We were satisfied staffing arrangements currently met the needs of the people living in the home.

Morale appeared to be high, staff we spoke to said they were happy at their work. Staff felt well supported by management and confident in raising concerns. This enabled people to have a positive experience of their care as the staff team were enthusiastic and happy.

Staff completed a range of online and face to face training courses relevant to people's needs. We discussed staff should have the opportunity to complete the 'skilled' dementia training, which is seen as good practice. This was to be rolled out to all staff to enhance their knowledge of supporting people on their dementia journey. The operations manager had added this to the mandatory training which each staff member would now need to complete.

People were supported by a consistent group of staff that they knew well. People and families found this reassuring and meant they developed trusting and good working relationships with staff. People we spoke with felt the staff were professional, attentive and caring.

Personal supervision records were completed for staff on a regular basis. This included supportive feedback from the manager as well as areas to improve on practice. Training and development was part of the

supervision agenda. The supervisions, training, and opportunities to attend team meetings ensured the staff team were given ongoing skills and knowledge to enhance the experiences for people living in the home.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

People's needs should be fully met as agreed in their personal plan, the manager should ensure:

All documentation relating to care is accurately recorded. This includes but is not limited to, oral care, continence, personal care, skin integrity and repositioning

Staff practice fully reflects the care as written in the personal plan.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 1.19), 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27) and 'I have confidence in people because they are trained'.

This area for improvement was made on 7 February 2024.

Action taken since then

Daily records sampled showed a significant improvement in record keeping. Care documentation was accurately recorded and reflective of care. Whilst this needed to be consistently sustained, there was sufficient evidence to meet this area for improvement.

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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