

St. Margaret's Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
12 December 2024

Service provided by:
Whitefield Nursing Home Limited

Service provider number:
SP2018013102

Service no:
CS2016346127

About the service

St. Margaret's Care Home is a care home for older people located in a residential area in South Edinburgh, close to local transport, shops and community services. The service provides nursing and residential care for up to 60 people.

The service provides accommodation over three floors with bedrooms all having en-suite facilities. There are additional shared bathing and toilet facilities on each floor, as well as communal lounges and dining areas. The home has gardens to the side and rear of the building with outside roof terraces and balconies on the first and second floors.

About the inspection

This was an unannounced inspection of the service which took place on 3 and 4 December 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 people using the service as well as feedback from relatives. We also spoke with management and staff, observed practice and daily life as well as reviewed a wide range of documents.

Key messages

- Staff were knowledgeable about peoples care needs and preferences, this resulted in people feeling confident in their care.
- Effective leadership ensured the right care and support was in place to meet the desires outcomes.
- There were good working relationships between management and staff.
- People benefitted from staffing levels that supported their care needs.
- People living in the nursing home and their families were very happy with the care and support delivered.

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 made an evaluation of very good for this key question. There were very few areas for improvement. Those that did exist had minimal adverse impact on people's experiences and outcomes.

Staff clearly demonstrated the principles of the Health and Social Care Standards (dignity and respect) and were compassionate about meeting the care needs of people. Staff we spoke with were committed, flexible and dedicated to providing the best possible care to the people they supported. Staff were kind and empathetic in their manner and displayed genuine warmth to those they supported. This had a positive impact on people's sense of self-worth and wellbeing. Feedback from people residing in the home was very positive.

A variety of activities were available to people, this included group activities, one to ones and trips out supported by staff. The home captured what people enjoyed doing as well as what they had no interest in. The home employs a team of four activity workers who covered seven days a week. People were benefitting from regular interactions and engagements from staff and trips out in the community which provided opportunities to feel included. External entertainers were booked in and staff were very involved in spending time with those they support and having meaningful interactions.

Nursing staff administered the medication using the new electronic medication administration record which was working well and has minimised the risk of medication errors and improved overall healthcare outcomes. This is followed up by regular audits carried out by the management team. Staff received regular training to ensure safe practice was taken place and observations of practice were carried out to ensure staff were competent and skilled. People could be confident that staff who supported them to take their medication safely had the correct knowledge and training.

Staff demonstrated a good knowledge of people's needs, through detailed agreed personal plans and support guidance which was current and reflected people's health and wellbeing needs. This meant people could be confident staff supporting them were well informed and worked consistently to help them achieve the outcomes they had identified.

People benefitted from access to tasty, varied and well balanced meals. The chef was familiar with the current dietary needs of each person. Staff encouraged and enabled people to eat their meals independently with the right level of support where needed. Support was offered in a respectful and dignified manner. Peoples wellbeing benefitted from an approach that enabled a healthy attitude to food and drink. Management and senior staff had a good overview of each person's nutrition and strategies were in place where anyone was at risk of malnutrition.

There was good clinical oversight of people's care and nursing needs. A daily meeting was held with the head of each department to plan for the day and all health issues were discussed, included any referrals needed to external healthcare professionals. People benefitted from regular healthcare assessments, access to community healthcare and treatment from competent trained practitioners, including prevention and early detection interventions.

Feedback from those residing in St. Margaret's Care Home was very good , One person told us " It's nice here, the staff do everything they should do, I'm very happy with them and I get to see my family regularly".

How good is our staff team?**5 - Very Good**

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

The staff team were well established and worked well together. There was respectful communication within the team which created a warm atmosphere because of good working relationships. People supported received care from consistent staff who knew them well and who had built up caring relationships with them. The staff appeared motivated and very good feedback was received from those they supported.

It was evident that all staff had access to relevant training to meet the ongoing care and support needs of people. A training matrix was monitored by the manager to ensure staff training was up to date and reflected best practice.

Staff expressed that the management team were knowledgeable and supportive of their work. They demonstrated an understanding of the nature and challenges associated with supporting individuals they cared for. Additionally, they described managers as open and approachable, fostering a supportive and collaborative work environment.

Staff arrangements were informed by assessments of people's needs. These were updated using the provider's dependency tool. During our inspection, staffing levels appeared to provide staff with adequate time to provide staff enough time to offer compassionate care and support.

Staff were all registered with relevant professional bodies and had an understanding of their responsibilities.

People benefitted from safe recruitment and induction which reflected positive outcomes for people experiencing care.

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

The provider should ensure that any treatment or intervention that residents receive is safe and effective. In order to do so, medication management should be developed to include;

- where medication is not given as prescribed, clear information should be recorded on the medication administration records (MARs) to indicate the reason for this.
- records are kept to evidence that topical creams and ointments are applied as prescribed.
- handwritten changes to the original instructions on MARs should be dated, signed and have the origin of the change.
- the effectiveness of medication given on an 'as required basis' should be recorded, in order to evaluate the effectiveness and continued need for the medication being given.

This area for improvement was made on 1 June 2022.

Action taken since then

The service now uses an electronic medication administration record system which is used in care homes. The system minimized the risk of medication errors and ensured all prescribed medication was administered. It also ensured as required medication was followed up after administration. The home manager runs a daily report as well as regular audits.

This area for improvement has been met.

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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