

Grange Care Home Ltd

Care Home Service

4 Grange Terrace
Kilmarnock
KA1 2JR

Telephone: 01563 524 877

Type of inspection:
Unannounced

Completed on:
18 November 2024

Service provided by:
SC266175

Service provider number:
SP2004006800

Service no:
CS2004076623

About the service

Grange Care Home is registered to provide a care service to 22 older people including a maximum of three respite placements at any one time.

At the time of the inspection, there were 20 people living in the care home which is located in a residential area of Kilmarnock. The care home is a converted period property consisting of 18 single bedrooms, 11 of which have en-suite facilities that include their own shower and another two having their own sink and toilet. There are also two shared rooms which have en-suite shower facilities.

The bedrooms are spread over two floors with a lift providing access to the upper floor and a second lift accesses a split level on the first floor.

An open plan lounge and conservatory with an adjoining dining room are located downstairs. There is good access to the gardens.

About the inspection

This was an unannounced inspection which took place on 14 to 15 November 2024 between 09:30 and 17:35. Two inspectors 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 three people using the service, and three of their friends and family members
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

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 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.

Wellbeing

Staff had received relevant training with regards to their responsibility to protect people from harm. We confirmed appropriate assessments and referrals were made. Staff were respectful and kind. People told us "The staff are very helpful and kind." This kept people safe.

Where people needed support to manage their finances there were robust policies and procedures in place to guide staff. Records were well maintained, meaning people could be confident their money had been managed properly.

People were kept safe from the risk of infection as staff had the necessary skills and training in infection prevention and control. We saw that this was enhanced by regular audits.

Peoples wellbeing and health benefitted from safe and effective medication practices. We saw that people were supported with their medication in a dignified way.

Family members told us that they were kept up to date and that their family members had a range of activities to choose from. They told us "It's amazing what they get mum to be involved in."

Leadership

The manager shared her time between the Grange and their sister home. The deputy manger was based in the home on a full time basis and a new assistant manager had been appointed and would soon be taking up their post covering both homes. This would improve the management teams ability to complete and oversee all audit and development tasks.

Accidents and incidents were analysed and tracked. There was evidence of actions taken as a result. This helped to keep people safe.

There was a system in place to track outstanding tasks. Improvements had been made to the service and the management team were signposted to guidance to help with the recording of the changes and the impact on peoples outcomes. This would assist in demonstrating the benefits for people supported.

The management team were responsive to feedback and met with people supported, families and the staff team on a regular basis to assist in identifying any improvements to the service. This assisted in improving peoples experiences.

There were appropriate systems in place to monitor clinical governance and oversight of peoples health conditions. This ensured that peoples health and well-being was being monitored.

Staffing

People were kept safe as the recruitment process followed safer staffing guidelines. There was an effective induction process in place which included shadowing opportunities. This assisted staff in meeting peoples needs.

Staff training records were up to date for essential training and staff received regular refresher sessions. Some staff members had recently completed train the trainer courses in moving and handling. Staff told us "Our training is good." This, along with the positive feedback we received about staff, assured us staff had the necessary skills, training, and competence to provide safe care.

There was a regular review of staffing numbers and staff reported that "The staffing levels are good. We can spend time with the people we look after." Staff were observed to be relaxed and unhurried. Family members told us "He never has to wait for attention." This assured us that there were enough staff to meet peoples needs.

Setting

We could see that the service had made some recent improvements which included provision of a dining room separate from the lounge areas. People supported had been involved in choosing the theme of this room and we observed that it was enjoyed by those who used it at mealtimes.

The cleaning was observed to be of a high standard and all the appropriate maintenance checks were in place. This helped to keep people safe and comfortable.

Planned care and support

Review of the support plans demonstrated that they were up to date and reflected peoples care. The support plans reflected peoples needs and wishes . Regular auditing of plans was taking place. Care charts were being completed as required and contact from relevant professionals was evidenced and actioned in both care offered and support plans.

There were regular reviews being held to which family members were invited.

Future planning was in place and reflected the wishes of the person supported and their family members.

This ensured that staff had the necessary information to offer appropriate support.

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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