

McKillop Gardens Care Home Service

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Type of inspection:
Unannounced

Completed on:
28 November 2024

Service provided by:
South Lanarkshire Council

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About the service

McKillop Gardens is owned by South Lanarkshire Council and is situated in the old village area of East Kilbride, South Lanarkshire. The home is registered to provide care to a maximum of 37 older people with up to two long-term places for those over 50 years. Inclusive are seven places in a separate unit for respite/short breaks for older people with a maximum of two places available for those over 50 years.

The home is in a quiet, residential area and is a short distance from local amenities and public transport links and is purpose-built over two floors with a lift providing access to the first floor. The home has five units containing seven individual apartments. Two of the units have an apartment with a double bedroom. The double rooms may be used for individuals who have a prior established relationship and have given informed written consent to share. The apartments have a private bedroom, sitting room, and kitchen area. The residents also have use of communal lounges, dining areas, balconies, and gardens.

At the time of this inspection, there were 29 residents living at the care home with four units fully occupied. The respite/short break unit had four vacancies.

About the inspection

This was an unannounced inspection which took place on 26 and 27 November 2024 between 09:30 and 16:20. 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 five people using the service
- spoke with five of their family members
- received three emails from family members
- received 43 completed questionnaires (this includes all types)
- spoke with staff and management
- spoke with one visiting professional
- 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

To support people's health and wellbeing, staff had responded positively where there had been changes to people's health. Advice had been sought from healthcare professionals, where required, and advice provided was followed by the service. One person said, "I feel I have peace of mind having the care team's support should anything go wrong".

People told us how they were involved in making decisions about their or their loved one's support and spoke highly about the "care and attention given by the care team".

Staff followed safe practices for medication management. Medication administration records showed people received their medication in line with the prescriber instructions. People were supported with their medication needs in a way that was person-centred and promoted choice and independence. This meant that people received the right medication at the right time to maintain or improve their health.

Activities promoted physical movement and mental stimulation to help maintain or improve people's health. Activities were based on people's preferences and some community activities helped people to feel included in their local area. Where people needed support with finances, they were supported with this to help promote a feeling of purposefulness and wellbeing.

People were kept safe from the risk of infection through infection prevention and control policies and procedures being followed by staff. Effective quality assurance processes helped make sure the environment remained clean, tidy, and infection free. Feedback from people was that the environment was "kept spotlessly clean".

People were supported to maintain relationships that were important to them and visitors described the staff as being "always attentive to our family when we arrive".

Leadership

People benefited from an established, experienced, and well organised staff team who knew them well. The service was well led and benefited from experienced leaders who were focussed on supporting the team to deliver good care. One person commented that "The staff attitudes and happiness of [named person] infer the home is well led".

The management team had a good overview of the service, including regular quality assurance checks. These helped inform the actions required to support positive outcomes for people experiencing care.

The service development plan showed the management team receptive, responsive, and committed to driving the service forward. This included supporting people to have a say and contribute towards improvements and taking actions on suggestions and ideas.

People were positive about the management team and how they were "comfortable and confident" any concerns they may have would be dealt with appropriately. One person said "senior carers and managerial staff are all of a high standard, approachable, and provide very good communication and support".

Staffing

Recruitment files we sampled showed that safe recruitment practices had been followed. This meant that people could be confident they were supported by staff who had been appropriately checked and assessed.

Care and support provided was responsive to people's needs. Daily assessments, handover meetings, flash meetings, and seniors' daily meetings helped make sure people's health and wellbeing needs were reviewed. This had helped make sure staff were informed about people's health and were deployed appropriately.

Almost all feedback we received from people was positive about there being enough staff to support people. One person told us, "I don't know what the ratio is meant to be but I don't ever hear buzzers going off for any length of time, not being answered, and always see staff about". Some staff told us they felt rushed so could not spend time chatting with people. We passed this on to management who agreed to assess and action any concerns identified.

Staff received a range of training to make sure they had the right knowledge to meet people's needs and keep them safe. Staff could describe their responsibilities to keep people safe from harm. This assured us that people were being supported by staff who were competent in providing safe care. People told us that "Staff go over and above what they need to" and "Don't know what we'd do without them".

Setting

The environment was clean, tidy, and homely and had well maintained furnishings and equipment. Cleaning and housekeeping practices had been effective in reducing the risk of infection. Regular maintenance and repairs completed within the home made sure people were kept safe.

People were able to spend their time in private and communal areas of the home to meet their needs and wishes. People could also spend their time in quieter areas around the home if they so wished. Specific areas had helped promote people's feelings of wellbeing and social inclusion, including a café area and hairdressers.

People lived in personalised and individual apartment areas and signage helped direct people to these and other areas of the home. This had helped promote and maintain people's independence. People could also go outdoors to the enclosed outside spaces independently, if they were able to do so.

Regular quality assurance checks made sure the environment was maintained at a high standard. Any issues identified were addressed which had led to improvements. People we spoke with were very complimentary about the environment. One person said, "I've been in a few homes and it's like the Ritz in here".

Planned care/support

Personal plans for people contained accurate information and clearly set out how their needs would be met. The plans were person-centred and had been regularly updated so staff were guided on how best to support people based on accurate information.

Ongoing reassessments had helped make sure people's needs were reviewed and care provided continued to be appropriate. When people's health needs had changed, personal plans were promptly updated. This ensured care and support delivered was responsive to people's changing needs.

Personal plans had been reviewed on a six-monthly basis, in line with current legislation and people and/or their carers had been involved in this. One person told us, "I have regular meetings with staff to review my mum's care plan and I make all the decisions to do with her care". This assured us people were fully involved in decision making about their or their loved one's care and support and were receiving person-centred care.

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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