

# Mavisbank Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
9 December 2024

**Service provided by:**  
HC-One Limited

**Service provider number:**  
SP2011011682

**Service no:**  
CS2011300752

## About the service

Mavisbank Care Home is a purpose-built nursing home and is registered to care for 45 older people and 15 adults with physical and sensory impairment. The home occupies two floors and provides accommodation in single rooms, with en-suite (toilet and wash hand basin) facilities.

The home has a lift to the upper floor. There are lounge and dining areas and adapted bathrooms and shower rooms on both levels. There is an accessible enclosed landscaped secure garden for residents to enjoy. This home offers a choice of four sitting rooms, two dining areas and a café type bar area. In addition, there is a quiet lounge and library.

On site parking is available and the service is close to bus and rail links.

At the time of our inspection, there were 60 people living in the home.

## About the inspection

This was an unannounced inspection which took place on 3, 4 and 5 December 2024 between 10:00 and 17:00. The inspection was carried out by one inspector 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 eight people using the service and considered 23 returned questionnaires
- spoke with eight relatives who were visiting and considered 11 returned questionnaires
- spoke with seven staff members and management and considered 22 returned questionnaires
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

**Key messages**

- People are supported to remain well and independent to a high standard.
- Good working relationships with key external health professionals is in place.
- Residents enjoy a wide range of recreational activities and day trips of their choice.
- The staff are well organised and are available to residents without delays.
- The staff team work very well together and have a wide range of knowledge and skills.
- The management team are held in high regard by staff, professionals, residents and relatives.

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

People's health needs were monitored well with appropriate and timely referrals made to external health professionals when required. We received positive feedback from professionals in this regard. We heard staff followed guidance provided, communicated well and we could see that people's health improved after a plan of care was complete. From the 12 relative surveys returned to us, nearly all strongly agreed that they were kept informed of any changes or incidents.

We observed the mealtime experience for everyone living at the home. This was very positive with people receiving support discreetly when this was needed and without having to wait. Staff were attentive and encouraged and motivated people to enjoy their meals. To support choice, plated options were offered. There were no concerns around weight loss, a very good overview was in place. The surroundings were pleasant, unhurried and peaceful. Infection control procedures were followed, and residents were supported with hand hygiene. These procedures supported people to remain as well as possible. Residents we spoke with told us they enjoyed their meals. Thirteen residents completing the surveys were unhappy with the food provided. One person commented there was not enough variety. Residents' comments included:

We met with people who remained in their rooms and could see they were supported well and had access to fluids. People who could not summon help were monitored at frequent intervals by staff. Residents told us their care needs were met promptly.

Relatives we spoke with were very positive. From the 12 relative surveys returned to us, nearly all strongly agreed that they were involved in decisions about the care and support provided and involved in regular reviews. Some comments we received were:

"My mum is in a safe, kind and caring environment which gives me great peace of mind."

"Wellbeing has been greatly improved due to the care provided."

"Excellent standard of care given by all staff and led by a well run management team."

Medication was administered safely and in line with prescriber's instructions. Records were of a high standard.

People were able to enjoy a wide range of social and recreational activity. This included movement and exercise groups to support mobility, strength and confidence. This promoted people's independence. A resident choir participated in group singing that was also enjoyed by visitors. Staff demonstrated warm engagement with residents who were less able but enjoyed being part of the group. Links with the local schools were in place with visits and invites for lunch being facilitated. The residents enjoyed trips and outings. Regular celebrations were in place for birthdays and other occasions with residents being made to feel special and included.

There were very few falls and accidents recorded within the home. Appropriate actions were taken for any falls or incidents that did occur. We reminded the service to notify the Care Inspectorate if people needed follow up hospital treatment such as x-rays or other medical checks following any incidents. (See area for improvement 1).

## Areas for improvement

1. n/a

### How good is our staff team?

5 - Very Good

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

We observed staff were visible throughout different areas of the home during our inspection, and supported residents with kindness, dignity and respect. From the 23 responses from relative surveys, all indicated that staff were available when needed and were treated well. Staff that we spoke with spoke highly of the management team and of each other. Residents we spoke with were very happy with their care and spoke with fondness of the staff team. Comments we heard included:

"Amazing staff go above and beyond for me."

"All lovely."

"1st class."

"Staff are wonderful."

"All staff are nice and want to help."

We observed, during the mealtime experiences, that staff were very well organised and all were aware of the tasks and responsibilities they had to undertake. It was clear that the management team, nurses and carers communicated very well; this was also evident in records we read. Comments we heard about the management team were:

"The management are very efficient, helpful and friendly."

"Leadership is obviously very strong and manager leads really well to a high standard."

"Regular relative meetings are held and the management team are highly visible at all times."

"Management very approachable."

Staff told us they had opportunities to extend and maximise their learning and skills to support people over and above key mandatory training. We noted that trainers from the staff team were in place to lead and deliver dementia training to a very good standard and at the levels we would expect to see.

There was low instances of sick leave and agency cover, this meant residents had consistency of care provided to them. Staff rotas showed enough staffing in place which took into account the holistic needs of people and considered absence. Warm relationships were evident between staff, residents and relatives.

New staff we spoke with told us they were made very welcome by their colleagues, and stated they had a positive induction and probation period. They also spoke highly of the support they received from the management team.

Relatives we spoke with and comments from surveys were very positive about the staff and management team. Comments included:

"Staff members are kind, considerate and attentive to needs."

"Lovely friendly staff."

"All staff are amazing not only with my mum but with myself and my dad."

"Kind caring staff and keep me informed."

"The team are very committed and supportive of the residents and each other."

"They are very much a team, welcoming and kind."

"Amazing supportive management and staff team."

## 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

To support good fluid intake for people or to escalate concerns, fluid charts must be fully completed.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "My care and support meets my needs and is right for me." (HSCS 1.19).

**This area for improvement was made on 7 August 2023.**

#### Action taken since then

We looked at records for people who were on fluid monitoring. We saw these were clearly completed on a daily basis. This area for improvement has been met.

#### Previous area for improvement 2

To promote wellbeing for people, wound care records should reflect the care plan instructions.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15).

**This area for improvement was made on 7 August 2023.**

#### Action taken since then

We noted the wound care charts and care plans were recorded to a very good standard. Wounds were changed in accordance with directions recorded in the care plans. These were regularly reviewed and evaluated.

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](http://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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