

Inch View Care Home Service

233 Gilmerton Road
Edinburgh
EH16 5UD

Telephone: 0131 658 5000

Type of inspection:
Unannounced

Completed on:
23 January 2025

Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Service no:
CS2009233011

About the service

Inch View is a 60-bed care home for older people, based in the Gilmerton area of Edinburgh. The service is provided by the City of Edinburgh Council and has been registered by the Care Inspectorate since 01 April 2011.

The bedrooms are all single and have en-suite facilities. There are communal lounges and dining rooms in each of the units.

About the inspection

This was an unannounced follow up inspection which took place on 23 January 2025 between the hours of 09:30 and 16:00. The inspection was carried out by two inspectors from the Care Inspectorate. The purpose of the inspection was to follow up on a requirement which was made on the outcome of a complaint investigation.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings.

In making our evaluations of the service, we:

spoke with four people using the service

spoke with seven staff and management

observed practice and daily life

reviewed documents.

Key messages

This inspection was carried out to assess the progress of the requirement made in the upheld complaint.

We concluded that management and staff have worked hard to make the necessary improvements to ensure outcomes for people were improved. This has resulted in the requirement being met. There has been one area for improvement identified from this inspection.

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?	3 - Adequate
How well is our care and support planned?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

3 - Adequate

As the Requirement has been met, the evaluation for this key question has been assessed as being adequate, where strengths only just outweighed weaknesses.

How well is our care and support planned?

3 - Adequate

Although the requirement has been met, we identified there was still an area for improvement to be considered to ensure where people are experiencing weight loss, their nutritional and food intake is being assessed, monitored and recorded.

Areas for improvement

1. People who are experiencing weight loss should be confident their nutritional status is being monitored. Food intake records should be used to give a good overview of peoples' nutritional intake.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

The provider must ensure that people are being supported to eat well, and their nutritional and dietary needs are being met. To do this the provider must as a minimum:

- a) develop and implement clear treatment plans for people who have lost weight and their MUST score is 1 or above
- b) ensure people's nutritional needs are being monitored
- c) ensure people are supported and encouraged to eat well and are offered appropriate food in line with their assessed needs and preferences
- d) ensure staff receive training on how the MUST tool should be used and how to accurately calculate the scores
- e) ensure that staff have the necessary knowledge and skills to support people at risk with their nutritional needs
- f) management have a full and accurate overview of people's nutritional status and weight.

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: My care and support meets my needs and is right for me.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland(Requirements for Care Services) Regulations 2011(SSI 2011 / 210)

This requirement was made on 14 October 2024.

Action taken on previous requirement

The management and senior team have implemented quality processes to monitor people's nutritional needs. This reassured us that there was sufficient oversight at all levels of management, to identify any concerns or issues.

Staff have attended specific nutritional training, which has improved their knowledge, and the Malnutrition Universal Screening Tool (MUST) is now being used correctly, which means risks are being identified promptly and additional support is being provided to people.

People's care and support plans are now reflecting what support people require, to reduce the risk of further weight loss.

It was observed mealtimes are more organised and coordinated, to ensure people are receiving the right support to eat and drink well. The food offered was of a good quality and menu choices were available to people.

We were not confident that people who have been assessed as being at risk of weight loss, and who are experiencing weight loss, are having their food intake recorded and monitored, which would provide a good overview of their nutritional status. (See Area for Improvement under Key Question (How Well is Our Care and Support Planned))

We observed people having access to fluids throughout the day and support was being offered to ensure people are drinking well.

Met - within timescales

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?	3 - Adequate
1.3 People's health and wellbeing benefits from their care and support	3 - Adequate
How well is our care and support planned?	3 - Adequate
5.1 Assessment and personal planning reflects people's outcomes and wishes	3 - Adequate

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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