

# Abercorn Nursing Home Care Home Service

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**Type of inspection:**

Unannounced

**Completed on:**

29 January 2019

**Service provided by:**

Abercorn Care Ltd

**Service provider number:**

SP2003002437

**Service no:**

CS2003010607

## About the service

Abercorn Care Home registered with the Care Inspectorate on 1 April 2011. It is registered to care for 18 older people. The home is part of a small group of three services owned by Abercorn Care Ltd, all situated close to each other.

Abercorn is in Portobello, with the beach and town centre a short walk from the home. There is good access to local facilities and transport. The home is an older style building which offers bedrooms of variable sizes, some with en suite. The bedrooms are on two floors, with two sitting rooms and a dining room on the ground floor. There is an enclosed courtyard at the back of the home and access to the neighbouring care home's garden. There is parking at the front of the home.

The services' aims and objectives include: "...to assist you to obtain your maximum potential.....to be sensitive and empathetic.....to create an atmosphere of friendship and trust in which each individual is valued and respected".

## What people told us

We received positive feedback from residents and relatives we spoke with. One resident said "Staff are very good with me. Can't complain about the food it's awfy nice." Another resident said: "Staff are good fun, quite happy here."

We spoke with relatives. One family told us: "We are very happy with the home. We leave and we are not worried." Another relative told us: "Staff are excellent. I have no concerns."

Other comments included:

From residents:

"Staff are great with my relatives when they come to visit."

"The activity worker is excellent, she takes me out places."

"I have a lovely room but better at home."

"I am looked after well. I have a lovely room, I can use the lift but it's better to walk."

"Staff are great. Food is nice, lovely puddings. I like the activities, especially quizzes."

"I am well looked after. Staff are very caring. I like it here in the summer, it is lovely and shaded outside to sit."

"Staff are very nice and kind, they listen to me. Food is always good."

"Staff are very nice and cheery but always busy. Activities are very good."

"I am well looked after and well fed. The night staff are very good, they are quick to answer and efficient. The laundry is excellent, never any problems."

"Staff are exceptional. You get a good laugh with them. Staff treat everybody with care and respect."

From relatives:

"We visit regularly and are made to feel welcome. They take really good care of my relative. I have recommended this home. The girls are lovely. My relative is always asked if she would like to join in the activities."

"We looked around and chose this care home. I can speak to staff about anything. I am really happy with the care and I always feel welcome."

**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 leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	4 - 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**

Staff knew residents well and warm, respectful relationships were evident throughout the inspection. Lovely interaction was noticed between residents, relatives and staff. A positive, friendly atmosphere helped residents feel relaxed and cared for.

Residents and relatives were very complimentary about staff describing them as 'exceptional' and 'very kind'. All staff worked together, including domestic and maintenance, to ensure that residents received a very good level of care and support. Discreet assistance and encouragement was offered to residents and they responded positively to this.

The dining experience, on the whole, offered residents a calm, relaxed opportunity to enjoy their meals. Staff gently prompted residents, where required, so that they could eat well. The respectful attention of staff and the choice offered to residents supported them to enjoy their meals. Residents could choose where they had their meals and most sat in the company of other residents where there was pleasant chat. This was a positive, sociable time for most residents.

The activity staff member was enthusiastic and skilled. Residents had very good opportunities to participate in a range of activities such as singing, trips out, local visits and entertainers. This ensured that residents spent their time meaningfully, doing things that they enjoyed. Residents told us that they 'thoroughly enjoyed' the activities and appreciated staff spending time with them. One day one we saw an exercise class which was fully enjoyed by residents and was facilitated by an external tutor who was gracious and supportive towards all participants. To fully promote a meaningful and rounded experience for residents, staff at the weekend should record what activities took place and how residents responded. This will be an area for improvement.

When residents were unwell, staff would get in touch with health professionals and families as required. There was good input from health colleagues, such as G.Ps and dieticians, and advice was followed. This meant that residents were cared for by staff who were vigilant about their health and well-being and this gave them reassurance. The visiting pharmacist stated that the medication management within the home was 'fine' and she had 'no concerns'. Staff need to ensure that they follow good practice guidance and protocols when supporting residents with 'as required' medication.

There were two recommendations made at the last inspection:-

To see what difference the introduction of the additional twilight shift has made to people experiencing care, it is recommended that the manager reviews and evaluates the change. This should include observation and speaking to residents and relatives. The twilight shift was tried and found to be not working in the best interest of residents. The manager reviewed the feedback from this trial and decided not to continue with the twilight shift. Residents verified that they could get up and go to bed when they wished. This recommendation is no longer relevant.

To help improve the care and support offered to people, particularly those with dementia staff should undertake further relevant training. This might include experiential learning that allows staff to experience what it is like to have dementia as well as learning about different theories and approaches to care. The home have continued to pursue relevant training for staff, particularly in the field of dementia. All staff in the home have received some training and there are plans for staff to continue to develop their skills and knowledge in this area. This recommendation has been met.

## Areas for improvement

1. Meaningful activity should be available for each resident and respond to their needs, wishes and choices. The activities offered at the weekends should continue and care staff need to record what was offered and how residents enjoyed their time.

HSCS - 1.25 'I can choose to have an active life and participate in a range of recreational, social. Creative, physical and learning activities every day, both indoors and outdoors'.

## How good is our leadership?

This key question was not assessed.

## How good is our staff team?

This key question was not assessed.

## How good is our setting?

This key question was not assessed.

**How well is our care and support planned?****4 - Good**

The assessment and care planning for residents was good. We were told that the care plans were all being re-written to reflect a more person centred approach and this would take some time.

Each resident had a care plan which outlined most of their assessed needs and how they would be supported. Risk assessment tools were in place to ensure the on-going monitoring of needs for residents. The management of health issues was comprehensive and a consistent approach was evident. However the care plans were functional rather than a person centred overview of the whole needs of each resident.

To help protect and promote their wellbeing, the quality of information relating to residents preferences, needs, and wishes needed to be recorded more sensitively. We were told that the new care plan format will guide staff to reflect on the person first. This will ensure that the residents history, background, skills and knowledge will not be lost in a clinical care plan.

To fully reflect the person centred care we saw during the inspection, staff need to appreciate the importance of writing daily notes and review reports in a way that shows how a resident has enjoyed their day and their time living in Abercorn. The daily records we saw were reliant upon comments such as 'settled' day and 'no new concerns' instead of reflecting positive outcomes for residents. This will be incorporated into the area for improvement above.

There was a recommendation made at the last inspection:-

To make sure that people experience care from staff who know about their needs and wishes, care and support plans should include exploring innovative ways to promote people's independence. The plans should be accessible to people experiencing care so that they can influence the plan and ensure it is really personal to them. The care plans are being re-written and are 'a work in progress'. This recommendation will become an area for improvement and the care plans will be reviewed at the next inspection.

**Areas for improvement**

1. Each resident should have a person centred care plan which reflects their assessed needs including their preferences, wishes and aspirations. Staff need to write all notes in person centred, respectful manner.

HSCS 1.15 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.

**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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good
How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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