

Abercorn Nursing Home Care Home Service

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Type of inspection:

Unannounced

Completed on:

5 February 2020

Service provided by:

Abercorn Care Ltd

Service provider number:

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Service no:

CS2003010607

About the service

Abercorn Nursing Home is registered to provide a care service to a maximum of 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".

This service has been registered since 2002.

What people told us

We spoke to eight people, who stay at Abercorn Nursing Home and received four completed questionnaires. The questionnaires were completed with the assistance of relatives or staff. We also spent time observing staff practice in the home and how the staff interacted with people. We received very positive feedback regarding how much people enjoyed staying at Abercorn. Staff were described as being "very helpful and friendly". A person told us that "everybody looks after me very well here". People said that they were "very happy".

We received seven completed questionnaires from relatives or friends. The feedback, in general was very positive. However, there was a comment made regarding the availability of staff at times. A relative told us it was important that they felt involved in their relative's care and that staff kept them well-informed of what was happening. They felt the staff were so approachable and worked well together. We were told that people were treated with kindness and care. Abercorn was described as a being "very homely".

We looked at the concerns raised by relatives as part of the inspection.

The views of the people and their families have greatly informed the findings of this inspection and are included throughout this report.

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?	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 that the outcomes for people regarding their daily care and support to be very good. This meant that the service demonstrated major strengths in supporting positive outcomes for people who used the service. The management and staff had continued to build on the previous good standards of care and support and improved the outcomes for people regarding their daily lives.

Staff showed genuine respect, people's care and support were their main focus. Although there had been some staff changes, the home had a dedicated core staff group. One of the fundamental factors within Abercorn was that the management team and organisation had set the philosophy amongst all staff regarding the shared values and behaviours within the home. This continued to have a positive impact on the quality of care and support provided to people but also assisted in maintaining very good communication with relatives and visiting professionals. Staff were fully aware of the resident's needs, wishes and choices and were able to discuss these in detail. Staff discussed how to support a resident with genuine compassion, dignity and respect. As a consequence, people were experiencing the care and support that was right for them.

People could if they wished take part in a wide range of activities and events. Music was a very popular activity within the home. Many people enjoyed having music played throughout the day. The activities co-ordinator and staff continued to further develop ways in which they could assist and support people to get the most out of life. This meant that people were being supported to spend time doing things that were important to them. This had significantly improved since the last inspection. There was a feeling of life in the home. Some people just liked to spend their time doing their own thing, either in their rooms or in one of the many seating areas. One lady just wished to sit and watch the day go by. There was a genuine focus on positively improving and enhancing people's quality of life. This meant that people were supported in making lifestyle choices. A previous area for improvement had been addressed.

People were supported well with eating and drinking. Although there were no concerns raised regarding the choice of meals we felt that more could be done to offer people a more varied choice at mealtimes. This would increase the choices actually available to people.

There was trust and a very good working relationship between visiting professionals and the staff. This had led to resident's healthcare needs, treatments and any interventions being addressed and managed effectively. This meant that people were not admitted to the hospital inappropriately, any treatment or referrals were made promptly, respecting people's needs and wishes.

People should benefit from a culture of continuous improvement. We found that the quality assurance processes and procedures continued to be an integral part of how the service operated. Audits had been undertaken and detailed development and improvement plans were in place to look at how they can continue to make people's life, care and support better. One of the main focuses was for the medication systems to be reviewed. These plans were shared with staff on a regular basis. There was a whole team approach to improving the service. Staff

spoke highly of working at Abercorn. This meant that people experienced a warm atmosphere because staff had a good working relationship. A variety of both formal and informal methods were used to seek feedback from people and relevant others. All the suggestions we made throughout the inspection process were promptly addressed or appropriate steps taken to implement.

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?

5 - Very Good

We assessed the service to be performing at a very good level. This meant that the service demonstrated many major strengths in supporting positive outcomes for the people who used the service.

People's care planning reflected their needs and wishes. The service had taken significant steps towards fully introducing a new electronic support planning system. Not all the information relating to people's care and support was fully incorporated into the system. However, it was clear that all the documentation required to support excellent outcomes was available to staff.

People's personal plans contained a lot of details that were specific to each person. There were many examples where care was focused on outcomes for people. They set out how their needs will be met, as well as their wishes and choices. We felt that more work was required to ensure that the many good practices and important strengths that had a significant positive impact on people's experiences and outcomes were being recorded. This should include how staff support people in relation to the management of distress or anxiety. People said that they felt that the staff knew them very well and were able to give the care they wished. This meant that people experienced the care and support that was right for them. The management team and staff were working together to continue to improve the documentation. The previous area for improvement regarding personal plans had been met.

People were involved in developing and reviewing their personal plan. We found that the care review process was being used effectively to identify the people's thoughts, views or wishes. We felt that the review process could focus more on considering how the service can support people's aspirations and not just confirming that people were happy at Abercorn. This would give people the opportunity to try to make their hopes and wishes come true rather than accepting life as it is.

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

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'.

This area for improvement was made on 29 January 2019.

Action taken since then

This area for improvement has been addressed. See body of report.

Previous area for improvement 2

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'.

This area for improvement was made on 29 January 2019.

Action taken since then

This area for improvement has been addressed. See body of report.

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?

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?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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