

# Lennox House Care Home Service

22 Lennox Row  
Edinburgh  
EH5 3JW

Telephone: 0131 552 5774

Type of inspection: Unannounced  
Inspection completed on: 26 July 2016

**Service provided by:**  
Viewpoint Housing Association Ltd

**Service provider number:**  
SP2003002464

**Care service number:**  
CS2003010646

## About the service

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Lennox House (referred to in the report as "the service") is registered to provide a care service for 35 older people.

The service is owned and managed by Viewpoint Housing Association Ltd (referred to in the report as "the provider" or "Association") and is situated in a quiet residential area of Edinburgh. There are private, enclosed gardens to the front, side and rear of the building. This 24 hour service is provided by carers and registered nurses.

Accommodation is provided in single bedrooms with en-suite facilities and one shared flat.

Sitting rooms are available on the ground and first floor, with separate dining, kitchen and laundry facilities on the ground floor. The upper floor can be accessed by stairs or a lift.

The aims of the service were described as "care is based around each person's individual needs and requirements".

## What people told us

For this inspection we received fourteen completed questionnaires from residents and relatives. We also spoke with fourteen residents and four relatives during our visits.

The returned questionnaires were very positive in their opinion of the service, staff and management. One questionnaire expressed some concerns, which the manager was aware of and was addressing.

All of the residents and relatives we spoke with were happy with the staff, the activities and food choices. They said they felt well cared for and relatives said they were confident their loved one was safe and looked after. All spoken with said they were asked their opinions on the care home and were invited to take part in meetings.

Comments made included:

"The management team do a great job and the staff are all trained to a high standard."

"I visit very regularly and see the excellent work they do."

"We are happy and content with the care our relative receives."

"The staff are always pleasant, I'm welcomed when I visit. I would recommend this care home."

"I'm content and feel safe knowing the staff are around if I need them."

"The food's good, you get choices and plenty to eat."

"The food is very nice."

"You can have tea whenever you like, they always bring you tea and things."

During our visit, we used a short observation framework tool for Inspection (SOFI2) which assists us to record how people interact with residents. We saw that staff interacted overall in a warm and caring manner towards residents. The staff took time for residents to be as independent as possible, making the most of their skills and not rushing them.

Inspection volunteer's observations:

'There was a very relaxed and human feel about Lennox House. Staff were friendly and relaxed and residents liked to chat. I observed a lot of interaction between some residents who had obviously built good relationships.

Interactions I observed between staff and residents were very positive, staff seemed to know residents well.

Rooms were generally personalized and homely, though some places were in need of redecorating.

Comments from residents and relatives included:

"Staff are very good and helpful."

"They are kind people here."

"It's first class; they pick and train their staff well."

"They are all natural carers here."

"Everyone does their best and that's all you can ask."

"If I have a bugbear I can let it out."

"This is a place of a high standard."

"The manager has the right vision for the place."

## Self assessment

We received a completed self-assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

People told us they felt safe living in Lennox House. It was clear that staff worked in a way which valued, respected and encouraged people to raise concerns. Staff told us they were confident in their responsibilities to protect and care for residents. Staff we spoke with told us they felt supported and valued. They felt qualified to carry out their role and this was supported by the records we looked at. Staff told us they had regular informal and formal opportunities to meet with senior staff and together as a team. We thought this had developed a team who respected each other and communicated well. We saw that staff were being kept up to date in best practice in areas of care of the elderly, for example dementia care and infection control.

Discussion with the manager and review of duty rotas confirmed that staffing levels were directly related to the number and needs of people living in the home.

We noted that staff were open and friendly in their manner and approach to residents. We found staff were aware of individual residents' and families' needs. This supported an appropriate and consistent level of care. We found that communication between care staff and the manager was very good. Relatives also spoke of being kept up to date on their relatives' health needs and felt confident that they would be informed of any changes in their relatives' care.

We looked at a sample of medication administration records (MAR), nutrition and dietary information, skin care, care files and records of contact with health professionals to judge how the home met residents' general health and care needs. We also observed staff supporting residents at meal times. Staff approached residents in a supportive and considerate way.

We sampled fluid intake charts, wound care and position change charts and found these to be generally fully completed and the content evaluated to inform practice. This meant residents' health was being monitored. Residents we spoke with told us they had confidence in the staff and gave us examples of how well they had been cared for when they were unwell. A record of visits and communication with health professionals was maintained. We were told that there were good relationships with health professionals and good support was offered by them.

During our visits we saw that residents were supported to take part in a variety of different activities. Residents confirmed they enjoyed taking part in all the different activities and they really enjoyed the entertainers.

There are a number of audits carried out in the home. The aim of the audits was to make sure standards were maintained and any areas for improvement identified and acted upon. We looked at some of the regular quality assurance audits completed, including medication management (alongside an independent pharmacy audit), personal care plans and an environmental audit. Action plans were developed and introduced when required. For example, when we looked at the care plan audits - any missing information was noted - and people had a timescale in which to complete the records.

We also noted that there was a clear overview of accidents that happened, including falls. This detailed which people were affected, what time of day, and in what areas of the home. This supported the service in making changes to staffing deployment or in assessing for additional pieces of equipment. It also enabled the service to review people's needs and plan changes. We could also see that equipment, such as slings and hoists were checked on a regular basis to ensure that they were safe for people's use. These actions helped manage risks for residents.

The management's 'open door' approach and relationships within the home enabled people and families to share their opinions and feel able to comment on the quality of the service. People in the home and the relatives we met were confident that the service would/had responded to concerns or comments.

## What the service could do better

We could see residents had good access to drinks and, in conversation, they confirmed they always got plenty to drink. However, in a small number of the fluid intake charts we examined we evidenced staff were not always entering the target daily intake and signing to say they had evaluated the content of the chart. A recommendation 1 is made.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. In order to effectively monitor the hydration status of residents staff must include details of target daily intakes and sign to indicate they have evaluated the content of the charts.

Reference: National Care Standards, care homes for older people; Standard 6 Support arrangements.

## 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).

## Inspection and grading history

Date	Type	Gradings	
15 Sep 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
26 Nov 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
14 Aug 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
7 Sep 2012	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
2 May 2012	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak
20 Dec 2011	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak
8 Sep 2011	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak

Date	Type	Gradings	
5 Jul 2011	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
26 May 2011	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
17 Dec 2010	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	Not assessed
16 Jun 2010	Announced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
16 Feb 2010	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
12 Nov 2009	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
20 Aug 2009	Announced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
19 Feb 2009	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

Date	Type	Gradings	
8 Oct 2008	Announced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate



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