

Marian House Care Home Service

7 Oswald Road
The Grange
Edinburgh
EH9 2HE

Telephone: 0131 662 5125

Type of inspection: Unannounced
Inspection completed on: 13 October 2016

Service provided by:
Viewpoint Housing Association Ltd

Service provider number:
SP2003002464

Care service number:
CS2006136953

About the service

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

Marian House Care Home (referred to in the report as "the service") is registered with Social Care and Social Work Improvement Scotland (the Care Inspectorate) to provide a care service to 35 older people. The service is owned and managed by Viewpoint Housing Association Ltd (referred to in the report as "the provider"). The service is in the residential Grange area of Edinburgh.

The home has an enclosed and well-maintained garden. There is a small car park to the front of the building. The accommodation is set out over two levels, with stairs and a passenger lift giving access to the upper floor.

Each floor has a sitting room and dining room with a small kitchen area, bathrooms and toilets. The enclosed garden can be reached from the ground floor sitting room and some of the ground floor bedrooms. All residents' bedrooms are single with en-suite facilities. They overlook either the enclosed garden, or the front garden and parking area. Catering and laundry services are provided by an adjoining care home.

Care is provided by a team of registered nurses and care staff throughout the 24 hour period.

The Provider's Philosophy Statement says:

- "You will be treated with respect and dignity at all times.
- Your privacy will be respected at all times.
- We recognise you are a unique individual in your own right and will be empowered to make your own choices.
- Your care will be delivered by committed, qualified and trained staff who are passionate about your care."

What people told us

For this inspection we received 19 completed questionnaires from residents and relatives. We also spoke with 9 residents and 3 relatives during our visits.

The returned questionnaires were very positive in their opinion of the service, staff and management.

Comments received from both returned questionnaires and people we spoke with included:

"The staff are exceptional, I cannot fault them."

"I am updated on my parents' wellbeing and anything else I need to know."

"The home is extremely well run and the staff really seem to care. I have every confidence my parent is well cared for."

"The perfect care home doesn't exist but Marian House is a care home that does care. There is a nice 'homely' feel to Marian House. The staff are lovely and very hard working. Turnover of staff is low which is really appreciated by all. The manager is very approachable, she is sensible and a good strong leader. The events co-ordinator is excellent getting the right balance of 1 - 1 and group work. The home deserves its grades."

"I am happy with the individually tailored care given to my relative."

"My relative has only been in Marian House a few months but in that short time we have been really impressed by the management and staff. My relative appears happy and relaxed."

"The garden is beautiful."

"Everyone is very nice to me."

"I'm well looked after."

"The staff are very kind."
 "We get extremely good food."
 "Care plans are reviewed every six months and I am fully involved in my wife's care."
 "There's always plenty to drink, the staff are always checking my wife has had plenty to drink."
 "There have been lots of improvements recently."
 "The manager is very good, on the ball and keeps an eye on everything."
 "The home is clean and comfortable."
 "Excellent staff, plenty of activities, I've nothing to complain about."
 "The activities are excellent now."

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:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

We looked at care plans that included a wide variety of health care needs. We were able to see that these were thorough, informative and with appropriate risk assessments included. All aspects of care were reviewed monthly. Residents who required additional care for nutrition, skin, mobility or distress had these needs appropriately met to a high standard and other professionals consulted.

All appropriate legal documents were held in residents' files with appropriate consents being obtained from those who held legal powers pertaining to their relative's welfare. Reviews were carried out within the required timescales and included all relevant people involved in an individual's care. Residents had end of life care plans that we could see were personalised to the wishes of the individual. Medication records overall were recorded well.

We could see there was a wide variety of improved activities for residents to enjoy, regular entertainment was also provided and trips were organised for outdoors. This ensured residents continued to enjoy and participate in community life as well as promoting social interaction with others. The home offered opportunities for resident and relative meetings as well as circulating regular surveys to obtain people's views. Consideration was given to any suggested improvements.

We received many positive comments from residents and relatives regarding the quality of the staff employed in the care home.

We saw that staff demonstrated a very good level of knowledge regarding the care and support needs of residents; they were motivated to provide very good standards of care and had a professional and caring approach.

During our visit, we used a Short Observation Framework tool for Inspection (SOFI2) which assists us to record how people interact with residents. We observed that staff at work during the inspection treated residents in a considerate and respectful way. The staff took time for residents to be as independent as possible, making the most of their skills and not rushing them. Staff used their knowledge and skills to help create a comfortable and pleasant atmosphere for residents.

There were regular opportunities for staff to share information and give their views. This included supervisions, appraisals and staff meetings. These gave staff and management an opportunity to discuss 'what's working and what can be improved.'

There was a wide number of training courses available to staff in relation to their work. Records were kept of training completed. Staff training needs were discussed and reviewed. Staff told us the training had been very useful and had improved their understanding of a resident's needs and how they could meet them.

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.

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 saw that the quest for continued improvement was high on the service agenda and there was a genuine commitment to improvement. These actions helped ensure standards were being maintained, improved where necessary and that residents received the care and attention they needed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
4 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Mar 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
6 Nov 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Dec 2012	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
14 May 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
26 Jan 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	4 - Good
31 Aug 2011	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate

Date	Type	Gradings	
		Management and leadership	4 - Good
13 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good Not assessed
10 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 4 - Good
2 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 4 - Good 3 - Adequate
6 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
25 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 3 - Adequate
15 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 3 - Adequate

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