

St. Raphael's Care Home Care Home Service

6 South Oswald Road
Edinburgh
EH9 2HG

Telephone: 0131 667 3601

Type of inspection: Unannounced
Inspection completed on: 18 October 2016

Service provided by:
Viewpoint Housing Association Ltd

Service provider number:
SP2003002464

Care service number:
CS2003010670

About the service

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

St. Raphael's Care Home (referred to in the report as "the service") was registered to provide a care home service for 63 older people in the Grange area of Edinburgh. The service is owned and managed by Viewpoint Housing Association Ltd (referred to in the report as "the provider" or "Association").

The service is situated in its own grounds with garden areas to the front, sides and rear of the property. There is a specially designed sensory garden and there is also a roof terrace area. The roof terrace is accessible from some rooms on the first floor, as well as a communal exit to the roof terrace area. Parking is available and is situated at the front of the care home.

The accommodation is provided over two floors with the upper floor accessed by stairs or lift. All residents have their own bedrooms with en-suite facilities and there are bathrooms, toilets and public rooms on each floor. There are separate laundry and kitchen facilities in the home. There is a designated dementia unit on the first floor.

Staffing is provided over 24 hours by a team of registered nurses and carers with varying degrees of experience and qualifications.

The service leaflet states "At St. Raphael's care is based around each person's individual needs and requirements. Each resident receives a personal plan therefore they can be confident that their care needs and personal preferences will be met."

What people told us

For this inspection we received 14 completed questionnaires from residents and relatives. We also spoke with 14 residents and 4 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:

"I could not be happier anywhere else"

"Everyone is very kind and caring, I am safe and content"

"It's good, the food is good and I am happy"

"The activities are great, there's always something to do. We love the afternoon bus runs, it's so good to get out and see the countryside and have a cup of tea"

"The management team are excellent, nothing is a bother for them and they are always around checking up that we are alright"

"I am happy living here, it's very nice"

"I enjoy the food, there is plenty choice"

"I have made friends"

"There is lots of organised activities and outings"

"On the whole, very good care"

"Staff keep a watchful eye on me as I am diabetic"

"I get on well with everyone and have friends here"

"The living environment is very good"
 "On the whole, staff are very kind"
 "I attend resident meetings and can discuss any improvements or make suggestions"
 "Meals are very good and meet my dietary needs"
 "Nurses can change all the time - would like more continuity"
 "In word about the care - Fantastic"
 "I immediately felt at home"
 "I feel staff are interested in me as a person"
 "Environment is fine, I have my room the way I want it"
 "Flexible eating times"
 "Staff are very caring"
 "There is always someone available to encourage activities"
 "I would not change a thing"
 "Carers as individuals are lovely"
 "Excellent care, no complaints"
 "Staff are very thoughtful"
 "Has been a bit cold recently"
 "My views are taken on board at resident meetings"
 "It is a very pleasant environment, the dining room is good for big meeting but there are good smaller areas available also"
 "Garden is lovely, there is never any problems getting out"
 "Lots going on, we are encouraged to take part"
 "Nice bright outlook in here, it's lovely"
 "Sometimes blasts of cold air can make me shiver but this has been sorted I think"
 "Meal times can be off putting if others shout all the time"
 "I enjoy chair exercises"
 "Can go anywhere in the home to enjoy other facilities"
 "Would not make any changes and have no complaints whatsoever"
 "Staff are splendid and we share good jokes"
 "Was offered a bigger room but I am happy with the room I have"
 "Very good care - no doubt about it"
 "Care provision is superb"
 "Staff are very friendly and attentive - always have time for my husband and make him laugh"
 "Environment is clean and fresh"
 "Have never had cause for complaint but would know the process"
 "This service is excellent in every aspect."
 "I could not have hoped for better care."

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 in a very 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.

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

People told us they felt safe living in St. Raphael's. 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.

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 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 good standards of care and had a professional and caring approach.

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.

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 very confident that the service would/had responded to concerns or comments.

Residents had personal plans that had assessments to help staff measure specific risks to their health.

We sampled fluid intake charts, wound care plans, position change charts and managing challenging behaviour plans and found these to be generally fully completed and the content evaluated to inform practice (with the exception of challenging behaviour plans; please refer to 'what the service could do better' below). 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.

We looked at a sample of medication administration records and found these to be fully completed. However, we found that topical administration charts did not contain sufficient details to guide staff practice (please refer to 'what the service could do better' below).

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

What the service could do better

Review of medication management systems identified that:

There was inadequate detail given on how much and where to apply particular topical creams/ointments. In order to guide staff practice staff should maintain detailed records for the application of topical creams/ointments. A recommendation is made.

Staff spoken with were able to describe techniques they would use when they were supporting residents who were showing signs of challenging behaviour. However, in two of the care plans we examined, we found instances where the techniques staff described were not recorded to guide the practice of staff who may not routinely work with these residents. The manager acknowledged this was not acceptable and agreed to address immediately. A recommendation 2 is made.

We saw that the quest for continued improvement was high on the service agenda and there was a genuine commitment to improvement. These actions help ensure standards are being maintained, improved where necessary and residents receive the care and attention they need.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Staff must ensure they maintain accurate, detailed records on how much and where to apply particular topical creams/ointments.

Reference: National Care Standards; Care Homes for Older People; Standard 15; Keeping well - medication.

2. The manager should ensure that there is sufficient up-to-date information recorded in residents' care plans to support and guide staff practice. Good record keeping helps protect the welfare of residents by promoting high standards of care.

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.

Inspection and grading history

Date	Type	Gradings	
18 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
5 Mar 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Jan 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Dec 2012	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
25 Jun 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
11 Nov 2011	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
24 Jun 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

Date	Type	Gradings	
11 May 2011	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	2 - Weak
		Management and leadership	Not assessed
14 Nov 2010	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
24 Jun 2010	Announced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
2 Sep 2009	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
15 May 2009	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
24 Oct 2008	Unannounced	Care and support	1 - Unsatisfactory
		Environment	4 - Good
		Staffing	1 - Unsatisfactory
		Management and leadership	1 - Unsatisfactory
13 Aug 2008	Announced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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