

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: 15 November 2017

Service provided by:
Viewpoint Housing Association Ltd

Service provider number:
SP2003002464

Care service number:
CS2003010670

About the service

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com

This service for older people registered with the Care Inspectorate on 1 April 2011.

St. Raphael's Care Home is 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. Care is provided over 24 hours by a team of registered nurses and carers.

The home 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 at the front of the care home.

The accommodation is provided over two floors with the upper floor accessed by stairs or lift. There is a designated dementia unit on the first floor. All residents have their own bedrooms with en-suite facilities and there are bathrooms and toilets on each floor. There is seating in the foyer area where many residents sit and chat passing the time of day with other residents and staff.

The spacious dining room has a small bar that currently opens on Tuesdays and Fridays. To the front of the dining room is a south facing comfortable veranda area with armchairs and views to nearby Blackford Hill. Throughout the home there are additional small sitting rooms with dining areas for those residents who prefer or who are not able to go down to the larger dining room on the ground floor.

There are separate laundry and kitchen facilities in the home. The home has a mini bus for regular outings. There is a full programme of activities and also a craft cafe open Tuesday to Thursdays.

The service aims and objectives displayed in the entrance area include:

"The aim of everyone at Viewpoint Housing Association is to provide a safe, healthy and homely environment in which we promote and enhance the quality of life of our residents"

What people told us

We spoke with 25 residents and 8 relatives over the two days. We received responses to questionnaires from 2 residents, 6 relatives and 14 staff.

There were many positive and appreciative comments from people we spoke to. Residents felt they received very good care and spoke very highly of the staff. Residents' and relatives' comments included:

"I think it's great, they go above and beyond, not just put in a wee room and left, it's fantastic, it's marvellous, everyone is so friendly and it's not just the carers, it's everyone". (relative)

"Don't think you can get a better place, nursing care is superb". (resident)

"they're great (staff)..their manner and their patience, there are some exceptional staff, they know mum really well and it makes such a difference".

Relatives also felt that when there were issues they were able to address them.

"Whilst there have been a couple of issues the management and staff have taken on my concerns and dealt with them promptly, there is open and honest communication". (relative)

Residents who were unable to speak with us appeared relaxed and content. Residents regularly sat in the foyer area quite contentedly and at ease, passing the time of day watching all the comings and goings.

Other comments are included in the report along with with comments from staff that we spoke to.

Self assessment

We are not requesting self-assessments from providers for this inspection year. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018 the new "Health and Social Care Standards" will replace the existing Care Standards. These Standards seek to provide better outcomes for people who experience care, and services should now be familiarising themselves with these. We would encourage services to prepare for the implementation of the standards by working with staff and people experiencing care to raise awareness and explore what they mean in their specific setting, and consider how they impact on their work.

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 felt that the quality of care and support was very good. We saw some very positive interactions from staff whilst they helped people during mealtimes, and in sitting rooms. We saw that when staff spoke and engaged with residents they did so with warmth, respect and patience.

"My relative can at times be difficult but I am confident that he is treated with respect regardless".

"The quality of service my relative and all his family receive is second to none. Everyone is kind and caring and the staff do a wonderful job".

We felt that care was not institutionalised and residents didn't have to fit into a routine. Staff we observed provided care at a time and way according to the residents' preferences. This was reflected in the residents' individual plans of care.

"Feel I have a say in my care and what I want to do". (resident).

Residents experienced consistent care and support from staff that knew them well. From the 17 staff we spoke to we found a stable, enthusiastic and committed team of staff who work well together. Staff were able to describe how best to support individual residents who were distressed or upset. Staff also said that staffing levels meant that they could give residents the care that they needed without feeling rushed. During mealtimes we saw that any resident who needed help received this in an unhurried way.

"I feel I have enough time to give care, one of the best places I've worked, I love working here".

Staff were recruited safely, received a comprehensive induction programme and on-going regular training. One new member of staff felt that "I've had a great induction, have spent three weeks shadowing, I feel the standards of care are very high...and all the staff have very good values". Therefore residents were able to feel confident that the staff had the necessary skills to care for them.

The home already has in place end of life care plans that identify residents' wishes and preferences for their future care, for example, preferred place of care in the event of a deterioration in a resident's health. Care planning for residents' future care wishes was discussed with the manager as an area for consideration over the coming year (anticipatory care planning). We discussed the value of recently developed national anticipatory care planning resources that can support staff when having discussions with residents and relatives about future care wishes.

Information and resources about Anticipatory Care Planning can be found at:

<http://ihub.scot/anticipatory-care-planning-toolkit/>

There were regular resident and relative meetings where people were able to give feedback and contribute to the development of the home.

"We have menu meetings and we complained about the chips, but they have improved a lot, now nice and crisp".

The staff and manager are very good at supporting residents' relatives and ensuring that they are included in the life and community of the home.

There are daily activities offered in a variety of ways from whole group entertainment, bus trips to more individual one to one activities. The craft café in particular is especially valued and provides a place for residents and relatives to spend time together. "There's plenty to do, the craft café is a wonderful place due to the great staff". (resident)

The home provides very pleasant and safe surroundings with high standards of maintenance and cleanliness. The home has plans for improvements over the coming year to the sensory garden, redecoration of the dementia unit and upgrading of the resident call system.

Our observations of care and staff interactions matched the very good level of care and support and staffing that residents, relatives and staff told us about.

What the service could do better

Residents' care plans we looked at did not always reflect some of the ways staff described as helpful when supporting residents who could become upset or distressed. Staff knew what the particular causes and triggers of distress were for individual residents and how to best support them but this information was not always recorded. We discussed how more detailed plans can support high quality care and ensure that agency or bank staff are aware of residents' care and support needs. **(See recommendation 1).**

We observed staff supporting residents with dementia at mealtimes and during other times of the day. We discussed that for the most part interactions were very positive and warm, however, there were some instances where staff, although attentive and well intentioned, did not interact in a positive or helpful way. We discussed the importance of dementia training and ensuring that staff were practicing at enhanced levels of dementia care.

(See recommendation 2).

Promoting excellence in dementia care is a free resource available at:

<http://www.sssc.uk.com/workforce-development/supporting-your-development/promoting-excellence-in-dementia-care>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To enable residents who experience distress receive high quality safe care from staff that know their needs, the manager should ensure that there is detailed, up to date information contained within care plans that meet identified individual support and care needs.

This takes into account the National Care Standards, Care Homes for Older People - Standard 6: Support Arrangements and Standard 14: Keeping Well healthcare. The Nursing and Midwifery Council - The Code

2. To ensure people with dementia are well supported it is recommended that the skills, qualifications and expertise of staff in relation to dementia care are improved. Staff should undertake dementia training that is relevant to their role and responsibilities as set out in the Promoting Excellence Framework, and that the manager supports staff to put their learning into practice.

This takes into account the National Care Standards, Care Homes for Older People - Standard 6: Support Arrangements and Standard 5 Management and Staffing

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 Oct 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
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

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

Date	Type	Gradings	
		Environment Staffing Management and leadership	4 - Good 1 - Unsatisfactory 1 - Unsatisfactory
13 Aug 2008	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.