

Marian House Care Home Service

7 Oswald Road
The Grange
Edinburgh
EH9 2HE

Telephone: 0131 662 5125

Type of inspection: Unannounced
Inspection completed on: 23 March 2018

Service provided by:
Viewpoint Housing Association Ltd

Service provider number:
SP2003002464

Care service number:
CS2006136953

About the service

Marian House is a care home providing care for up to 35 older people. The home is owned and managed by Viewpoint Housing Association who have other care homes within the Edinburgh area. Care is provided over 24 hours by a team of registered nurses and carers led by the nurse manager.

The home is situated in the Grange area of Edinburgh, close to bus services and local amenities in nearby Marchmont. It is a purpose-built home set within well maintained gardens. The enclosed garden to the rear of the home is easily accessible by residents from the ground floor sitting room. There is off street parking in the small car park at the front of the home.

Accommodation is provided over two floors with stairs and lift to the first floor. Each floor has a sitting room and dining room with a small kitchen area. All bedrooms are single with en-suite facilities and there are bathrooms and toilets on each floor. Some ground floor rooms have direct access to the garden and all rooms have either a view to the rear or front gardens. The home has plans to upgrade the first floor bathroom and the home's heating system in the coming year. Catering and laundry services are shared with the adjoining St. Raphael's Care Home.

The Craft Café is a facility run in partnership with Impact Arts and provides a place where residents can socialise and express their creativity. The café is open from Tuesday to Thursday and is available to residents and their visitors. More information can be found at:

<https://www.impactarts.co.uk/content/our-work-older-edinburgh/>

Marian House states on its website:

"We'll get to know you and your life story, your likes and dislikes and your personal wishes will guide our work. We're here to provide joy in later years and believe it's important that this time is cherished and lived to the full".

What people told us

During our inspection we spoke with 12 residents, six relatives and seven staff. We also received responses to questionnaires prior to the inspection visit.

Residents and relatives told us that they were very happy with the home and the quality of care they felt was very good. There were many complimentary comments the staff and the facilities, some of which were:

"I am amazed at how well things are run here. Everyone is caring and friendly to me. There are lots of things to do. I love looking at the garden and walking in it" (resident).

"Everyone is exceedingly kind, it couldn't be better" (resident).

"The girls that look after my wife are wonderful. I can't fault them at all. They are always so nice and welcome you. They let me know how she is, what she's been up to and eaten" (relative).

"The home is excellent. We looked at a few homes and we felt this was the best and it's lived up to our expectations" (relative).

"The only slight thing is the food, could be a wee bit better, there has been a bit of controversy about the food. We've had a meeting about it" (resident)

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

Self assessment

We are not asking services to submit a self assessment for this inspection year. During the inspection we discussed areas for potential development and improvement.

From 1 April 2018 the new "Health and Social Care Standards" replace the existing standards. The new 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 upon how they support people. The standards can be accessed at: <http://www.gov.scot/Resource/0052/00520693.pdf>

From this inspection we graded this service as:

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

What the service does well

The quality of care was very good with many residents speaking warmly and positively about their life in the home. Those residents who were unable to talk with us appeared relaxed, comfortable and very well cared for. We saw warmth, compassion and fondness between staff and residents. There was a warm welcoming atmosphere and during our inspection family pets were also visiting along with family and friends.

"I'm very lucky, I like them all (staff) and the boys are lovely as well! It's a very friendly place. It is a very nice atmosphere" (resident).

Family and friends also felt very much included in the life of the home and supported to continue in their caring role.

"I feel the care of my mum, suffering from mixed dementia and reduced mobility, is exemplary. She is treated as an individual, with kindness; and the members of her family are similarly considered" (relative).

We observed staff supporting residents in an unhurried gentle manner with respect, warmth and patience. Staff demonstrated that they had the skills to support residents, responding sensitively to their needs, especially those residents with dementia. There was a stable staff team and when the home did use agency staff, they used the

same staff. This means that residents experienced continuity in their care and were cared for by staff that knew them well. One agency carer commented:

"This is one of the best; if I had the money I would put my mum here!"

The manager was also held in high regard both by residents and the staff.
I just knew this place was differentand it comes from the top, name (manager) is very good" (relative)

There were effective systems in place to monitor and evaluate the quality of care and reduce any risks associated with falls, infection control, nutrition, medication errors and pressure ulcers. We observed staff recognising and responding to residents' deterioration in health, supporting the residents well, referring to the GP promptly when required and keeping family informed of their relatives' condition.

We saw that the activities co-ordinator was especially valued by the residents and relatives. Facilitated activities and things to do were tailored to individual preferences and need. The Craft Café also was very popular and provided a place for residents and relatives to spend time to together.

"I get a great welcome there, I love it - I spend all my life there" (resident).

The home was continuing to explore ways to involve the local community as well as supporting residents to maintain their social life out with the home and continue with former interests. The home was undertaking an intergenerational project where local nursery children were visiting to join with the residents in events and activities.

What the service could do better

Throughout the inspection the manager was very keen to discuss and consider any ideas and suggestions to improve the care and lives of the residents.

Residents' care plan records took a long time to read and were lacking in detail for some aspects of care needs. For example there were tick lists completed at the time of the resident's initial assessment, but they did not tell the reader anything about the individual person; the list could have been about any one. Other aspects of care planning could also be improved. For example some care records did not have care plans in relation to underlying medical conditions. Nursing staff were aware of medical conditions and took appropriate and prompt action when there were changes in a person's health. However there was no evidence in care records of assessment of the person's needs in relation to their condition and how best to support them. We discussed how detailed plans can support high quality care and ensure all staff are aware of residents' care and support needs.

When discussing care planning records with the manager she was already aware that the current care planning documentation and system had many drawbacks. There are plans to introduce an electronic care planning system and this offers the home an opportunity to review their approach to care planning.

We saw that the activities co-ordinator had written very informative notes about how residents had been spending their time, what activities they had been involved in and what they had enjoyed . We discussed the benefit of having this information in the residents' rooms making it available for family to see and talk about when visiting.

Residents and relatives commented that the food could be improved and that some of the less traditional menu choices were "no choice for residents in their 90's with less adventurous palates" (relative).

The catering is provided by the adjoining care home. Currently there are combined residents menu meetings with the residents from both care homes. Residents said that they had offered their comments at the meetings but that nothing changes. We discussed this with the manager and explored ways of how this could be addressed.

The kitchen assistants are not a regular part of the home's staff team, but are allocated from the catering team in the adjoining home on a daily basis. This means that the kitchen assistants are less likely to know the residents well and therefore less able to support residents during mealtimes. The manager described how she had already identified this as an area that could be improved. She indicated that having the same kitchen assistants who were a regular part of the established team of staff would improve care and also facilitate future development of the role. This would improve and enhance the dining experience and nutritional support for residents.

With the support of the senior management team the manager will be able to consider the suggested areas for development, which will improve an already very good home.

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								
13 Oct 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
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Staffing	5 - Very good									
Management and leadership	Not assessed									

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 Management and leadership 4 - Good

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

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