

# Lennox House Care Home Service

22 Lennox Row  
Edinburgh  
EH5 3JW

Telephone: 0131 552 5774

Type of inspection: Unannounced  
Inspection completed on: 20 September 2017

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

**Service provider number:**  
SP2003002464

**Care service number:**  
CS2003010646

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service registered with the Care Inspectorate on the 11 April 2011.

The service is registered to provide care 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. The 24 hour service is provided by carers and registered nurses.

There are private, enclosed gardens to the front, side and rear of the building which are fully accessible for wheelchair users or residents who have mobility issues. The garden is well maintained and provides an area where residents can grow vegetables or just sit and enjoy the sun.

Accommodation is provided in single bedrooms that are decorated and furnished with residents' own belongings. All rooms have en-suite facilities which have a walk in shower and wet room facility. Bathing facilities are also provided but not en-suite. There is 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 areas are bright and spacious. One sitting room in particular does not have a TV and this is for the residents who would prefer a quieter environment outwith their room.

The aims of the service were described as "Our vision is to create joy in later years in a caring, safe and friendly community environment. We work with those who share our values:- Inspire with positive smiles and words; Say-yes I can and I will; Celebrate age, experience and wisdom; Do according to our customers' wishes and ambitions; Treat people as we would a 'loved one'; work hard, have fun and laugh; Stay courageous, creative and ahead of the game.

We incorporate our vision and values into everyday life to ensure care is based around each resident's individual needs and requirements".

## What people told us

Residents and relatives told us that overall they were happy with the quality of care and support they received from Lennox House, although one resident highlighted on their care standards questionnaire that they had several concerns about their care and support therefore we met with this person on the inspection to discuss their concerns further.

Some of the comments made by residents and relatives/carers were as follows:

"I'm being very well looked after. I have all my meals made for me so I have no worries there. The food is excellent - very very nice. I've made a lot of friends. The staff are nice. I go to the craft centre and I can do anything I want. I have recently been helping another resident with her knitting".

"I'm very fortunate. The staff here are very kind. I have special dietary requirements and these are catered for. The staff want me to maintain my independence and they give me freedom to have my thoughts".

"Superb in all aspects".

"The care staff have been very good with my relative, who had been used to their own set routines and staff had helped them to adapt. A couple of staff had really switched into this and can chivvy them along".

"They need to get the right clothes to the right person, has had different socks that do not belong to them and the other day there was a nightie in the drawer".

"The girls are lovely they are very approachable and cheery".

"It is a friendly place to visit as a visitor and that the manager is very competent".

"Her care is exceptional as I know - as I visit most days" .

"We are grateful to all the staff at Lennox House for the care and attention given to my relative".

"The staff are excellent with patients. The environment is very welcoming".

"I am very pleased with the care given to my relative. It is also evident when moving about the premises - a kind and caring atmosphere".

"My relative is very well looked after and always treated with respect, kindness and compassion by the staff that can not do enough to make sure my relative is comfortable" .

"Management really approachable".

"Good training given which was really helpful and informative".

"Great support and opportunities too".

"The one day induction following our corporate was really good, the manager even went in the hoist to let us see how it worked !"

"Having come from a very corporate background, working here is like a breath of fresh air".

"A happy place to work - great team of staff who are well supported".

"All training I have received has been directly relevant to my job".

## Self assessment

We are not asking services to submit a self-assessment for this inspection year. Instead, we will ask services for their improvement or development plan and discuss any improvements they may have made or intend to make since the last inspection.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

## What the service does well

One relative told us that "The staff are excellent with the patients and the environment is very welcoming". The rooms were decorated well with residents being encouraged to furnish their room with their own belongings. There had been a new heating system installed and all the windows have been replaced with double glazing which kept the home warm.

Care plans sampled were found to hold good information and were well organised and tidy and easy to read. This enabled staff to support residents effectively. Life histories held information on residents' preferences and routines which also included end of life care. This was found to be helpful when a resident's condition changed or deteriorated.

Risk assessments were updated as and when the care needs of the resident changed and were incorporated into the care plan narrative. Examples of the topics included moving and handling, nutrition, pressure care, restraint, mental health assessments and activities assessment.

Activities were organised one week in advance with more specialised trips being organised a substantial time ahead to allow staff to volunteer to come and help. Feedback from a relative highlighted this by saying "the home does well to encourage residents to go on trips". Activities were organised by a full time activity assistant and there was a comment from a relative that commended this support. The activities organised included ball games and exercises with a bus trip organised once every week. External activities were also provided which included pet therapy, pony therapy and singers.

The dining room was light and airy and had plenty space for residents to eat allowing room for specialist chairs to be brought to the dining room. Staff had recently considered how best to arrange the lay out of the dining room to meet the needs of residents and make the dining room experience positive for all.

Staff were recruited safely and evidenced good overall safe recruitment. Training was supported by Viewpoint and staff were given a three day induction plus one day within the home to ensure they had a good understanding of the care needs of the residents.

## What the service could do better

We advise the service to ensure all medication administration is clearly audited on a regular basis, this would mean any noted action would prevent any occurrence or reoccurrence of any identified incident which could be rectified quickly. Topical medication was not clearly documented and we have made a recommendation. **(See recommendation 1).**

The documentation in regards to food fluid balance remains unclear and problematic to identify clear goals in regards to daily food fluid intakes for residents. This is especially pertinent for residents who were bed bound. This information was highlighted at the previous inspection and will be repeated. **(See recommendation 2).**

Observations of clinical practice should be undertaken on a regular basis as part of the induction and on-going supervision process. This would ensure that tasks are carried out using current nursing practice and provide an opportunity to facilitate any identified professional development of staff. Residents would be confident that the staff that support them have a good knowledge and understanding of their care and support needs and be adaptable when the needs of residents changed. **(See recommendation 3).**

We found instances where clothing was not well marked and identifiable to the resident. In one instance items of clothing were identified as not belonging to that resident from that room. We will be making a recommendation that adequate marking of clothing is promoted. At feedback the manager informed us that they are developing an audit tool to enable this to be managed better in the future. **(See recommendation 4).**

We saw evidence of small group supervision sessions taking place over the past few months which discussed topics such as the application of creams, nutrition and pressure care. There was little evidence to show that staff team meetings were happening on a regular basis. We only found evidence of one staff meeting which had handwritten notes and an agenda for another meeting. We recommend that more frequent meetings take place that are documented well and enable other staff that who were unable to attend the meeting to update themselves on the discussions held and comment on any matters raised. **(See recommendation 5).**

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 5

1. The provider should review the management of the usage and recording of prescribed topical preparations to make sure that residents are given the correct creams and that there is sufficient guidance for staff to apply these correctly.

This takes account of National Care Standards, Care homes for older people, Standard 14 Keeping well - Healthcare

2. On this inspection target daily intakes remain unclear and are not signed or dated to ensure residents are maintaining good fluid levels that require this. This recommendation will be repeated from the previous inspection

This takes account of National Care Standards, Care homes for Older People, Standard 14 Keeping well - Healthcare

3. We would advise the service to develop formal and recorded competency assessments/observations of care and nursing staff as part of their induction, probation and on-going training and development programme.

This takes account of National Care Standards Care homes for Older Adults -Standard 5 Management and Staffing Arrangements

4. Clothing had been written on by pen which over time had become faded and difficult to identify who the garment belonged to. Some garments were clearly labelled with sewn on labels but the majority were written on with pen. This should be reviewed and audited to ensure residents get the correct clothing that belongs to them.

This takes account of National Care Standards Care homes for older people -Standard 4 Your environment will enhance your quality of life and be a pleasant place to live.

5. We would recommend more frequent meetings and better record keeping of these meetings to enable the opportunity to reflect on previous topics of discussion and to allow others that were unable to attend the meeting get the information required.

This takes account of National Care Standards, Care homes for Older Adults- Standard 5 Management of Staffing 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
26 Jul 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good

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

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



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