

# St. Raphael's Care Home Care Home Service

6 South Oswald Road  
Edinburgh  
EH9 2HG

Telephone: 0131 667 3601

**Type of inspection:**  
Unannounced

**Completed on:**  
1 October 2020

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

**Service provider number:**  
SP2003002464

**Service no:**  
CS2003010670

## About the service

St. Raphael's is a care home for 63 older people and was registered with the Care Inspectorate in April 2011. The provider of the service is Viewpoint Housing Association Ltd.

The home is situated in the Grange area of Edinburgh, close to bus services and local amenities in nearby Marchmont. There is car parking at the front of the home.

The accommodation is provided over two floors with the upper floor accessed by stairs or lift. There is a designated unit for people living with dementia. All bedrooms have en-suite facilities and there are bathrooms and toilets on each floor. Seating is available in the foyer area and at various points around the home, as well as sitting rooms on each floor. The main dining room is on the ground floor and to the front is a south facing conservatory with armchairs and views to Blackford Hill.

Catering and laundry services are shared with the adjoining care home, Marian House.

There are enclosed and well maintained gardens with a roof terrace on the first floor. Some rooms had full length windows/doors overlooking the garden.

The service aims and objectives are reflected in all Viewpoint's care homes:

"To have joy in later years, to inspire with positive smiles and words, say yes I can and I will, celebrate age, experience and wisdom.....work hard, have fun and laugh".

## What people told us

We spoke with several residents during the inspection and they told us ways in which staff had supported them during the pandemic. Comments included:

"staff are friendly"

"I've been going on walks in the grounds with staff"

"It's really excellent here".

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
--	---------------

Further details on the particular areas inspected are provided at the end of this report.

## How good is our care and support during the COVID-19 pandemic?

5 - Very Good

### 7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic.

We evaluated how well people's health and wellbeing was supported. We concluded that this was very good with several important strengths.

We saw staff providing warm and compassionate care and having time to engage in meaningful conversations and interactions with people. Staff appeared to know the people they were supporting well, and we observed a very relaxed and friendly atmosphere in the home.

Aspects of the home's usual activity programme that could continue were taking place with the introduction of some new ways for supporting people through the pandemic, including more individual time when people are in their bedrooms. This gave people enjoyment and helped them keep occupied.

People were supported to maintain contact with their family and friends using electronic tablets, garden visits and more recently indoor visits.

People could be confident that Covid-19 symptoms would be identified. Appropriate escalation of any concerns to health professionals would be made so that they received the right treatment at the right time.

Staff had the guidance they needed to ensure that people were very well cared for in a way that reflected their changing needs.

People could be confident that their personal plan was being continually evaluated to ensure that it was kept up to date.

### 7.2 Infection control practices support a safe environment for both people experiencing care and staff.

We evaluated how well infection control practices support a safe environment for people experiencing care and for staff. We concluded that this was very good.

People experiencing care benefited from staff who were knowledgeable and promoted very good infection control and prevention practices.

We found that personal protective equipment (PPE) was readily available and staff wore appropriate PPE correctly to keep people safe. Handwashing facilities were available throughout the home as was hand sanitiser. All staff followed hand hygiene guidance at all times.

People benefited from a range of ways to promote social distancing which ensured that the service was managing this effectively for both residents and staff.

The general environment was clean, tidy and free from any offensive odours. Care equipment was cleaned appropriately following every use. Staff were aware of what cleaning products to use around the care home and there was plenty of domestic staff available each day. Arrangements were in place to ensure that frequently touched surfaces were cleaned at least three times each day.

## 7.3 Staffing arrangements are responsive to the changing needs of people experiencing care.

We evaluated if the staff team had the right competence, knowledge, and skills to support people in relation to COVID-19. We found staffing practice that demonstrated major strengths in supporting positive outcomes for people. We concluded that the service was performing at a very good level.

Staffing levels were responsive to the changing needs of the people and were regularly assessed. This allowed for the number of people being supported in their rooms, facilitating family visits and additional measures to maintain good hygiene and infection control practices.

Staff told us that they benefited from a supportive and approachable management team and we saw that the service was very aware of the need to support staff wellbeing and resilience at this time.

Training had been provided in all key areas of infection prevention and control and staff said that they had found this training to be very informative and reassuring. They were also supported to keep up to date with current best practice. This was reflected in how well people were supported.

People could be confident that everyone put their learning into practice, including checks on PPE use, hand washing techniques, enhanced cleaning regimes and social distancing.

It was clear from our discussions with staff and residents, and from inspection observations, that there were very robust and transparent quality assurance processes in place to keep people safe. This meant that people could be confident that staff had the necessary knowledge and skills to support them during the pandemic.

## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	5 - Very Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	5 - Very Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	5 - Very 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 iarrtas.

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.