

Lennox House Care Home Service

22 Lennox Row
Edinburgh
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Telephone: 0131 552 5774

Type of inspection:

Unannounced

Completed on:

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Service provided by:

Viewpoint Housing Association Ltd

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About the service

Lennox House is managed by Viewpoint Housing Association Ltd and is situated in a quiet residential area of Edinburgh which enables people who live at this service the option to access the local community. This service has been registered since 2002. It is registered to care for 35 older people. There were 33 residents living in the home at the time of the inspection.

Sitting rooms are available on the ground and first floor, with separate dining, kitchen and laundry facilities on the ground floor. There are 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 available. The upper floor can be accessed by stairs or a lift. There are private, enclosed gardens to the front, side and rear of the building which are fully accessible.

The vision and values of the service include:

"Life needn't be complicated. We're here simply to help people enjoy their later years. Everything we do is about realising this vision and in order to achieve this we have an equally straightforward set of values. Values which define us" for example: "Inspire with positive smiles and words", "Say yes I can and I will", "Stay courageous, creative and ahead of the game" and "Work with those that share our values".

What people told us

We were able to speak with residents throughout the inspection either individually or in small groups. We also received their opinions through completed questionnaires. Our Inspection Volunteer also spoke with residents. Comments received were as follows:-

"I am happy to be here. I prefer to stay in my room. My friend is here so we spend time together. The staff are lovely - they are kind and respectful."

"I feel well cared for, the staff are superb. They work very hard. I have no concerns other than making sure the staff are fine because they work so hard. They have to lift me which worries me - but they are so good."

"I slept well and I am ready for the day."

"I really enjoy my meals. They are usually tasty and plenty of it. I am really looking forward to going out on a trip. I like the company and getting out and about."

We discussed trips and a resident said "they are the highlight of my week. I like to go anywhere. Staff are good to take us - they are my favourite."

"I am happy to be here although I am not totally settled. I like most of the staff. The laundry service is good, the food is ok but can be repetitive."

"I am quite happy and settled. I enjoy the trips out and some of the activities. I enjoy when the dog visits. I get on well with staff. There is plenty of food and drinks at mealtimes. The food can be a bit 'samey'."

"I am very happy with everything. Staff are lovely, I have not had any problems. I prefer to be in my room and I like the fact I can have my meals here."

"The food varies but it is not bad. I enjoy the activities. Sometimes the agency staff can be inconsistent and I don't like that."

"I am happy so far. Staff are very nice and I enjoy the entertainment. I miss home but that is no-ones fault."

"I have a good relationship with some staff. The food quality could be better. I have spoken to the manager about my concerns."

We spoke with relatives as part of the inspection and also received their views through completed questionnaires. We also emailed some relatives to see if they would like to give us their opinions. Comments received were as follows:

"Staff are available and helpful. My relative has come out of his shell since being here. My relative looks so much better and is eating well."

"I am impressed with how my friend is treated. Her room is clean and she is well cared for. She loves the food and the staff are very good and helpful if she needs to talk to them about anything."

"Staff do certainly treat my relative with kindness and respect. Staff are caring, considerate, kind and thoughtful. Obviously my relative prefers to be looked after by permanent staff who know him well rather than agency staff. We are impressed with the way in which the team caring for him did that caring and worked together. The meals are tasty and varied. There are varied activities in the morning and the afternoon and my relative enjoys and appreciates those which he goes to. We are involved in the care our relative receives. We are very grateful for the high standard of care my relative receives."

"I chose this care home on seeing the excellent way staff treat each other, visitors and residents. Kindness and respect is fantastic. I'm so happy we chose Lennox House, no concerns, meals great and the activities excellent. All I can go on is we have always had questions answered when asked about my mum. My mum is very well supported and cared for."

"The communication is very good. We looked at many care homes before choosing Lennox House, we are delighted with how they have helped up with the challenge of putting a relative into care. The whole staff work as a great team."

"There is a range of attentiveness and care, which isn't to say that there are any poor examples of care, but that some people are particularly considerate and caring, and are on our relative's wavelength. Some carers show a particular respect and empathy for the people they are caring for. As far as we are concerned the staffing levels seem to be fine. The home is warm clean friendly and welcoming. It takes very good care of our relative and makes us feel welcomed and supported. There are many different activities on offer, which stimulate and entertain our relative. The regular visits from live musicians, interesting talks, theatre groups and Therapets are all really appreciated by our relative. There are also trips organised weekly, and walks and visits to local areas of interest for the more mobile residents."

"Communication is good. We know who to speak to if we have concerns. We hear updates at the quarterly families' meetings, and there is a weekly email of the programme of events for residents. Other information can be emailed to us, or we can phone the main switchboard, or the mobile of the nurse on duty, should we need to do so. We think it is notable that in all the time our relative has been in Lennox House, there have been very few changes of staff. People work there and stay there, which is very good for our relative, and for all concerned. It must be a good team!".

"I am very happy with Lennox House on all counts, with a couple of minor provisos on the staffing front. But they are minor. I would give Lennox House an overall 9 out of 10."

"The staff are overall very capable and caring and they treat my mother respectfully and kindly. I think she has a good relationship with most of them although she does like some more than others but I think this is normal. I also think that some are better than others- more thoughtful, more interactive maybe better trained. The care home offers quite a good selection of activities over the week and Mum takes part in most of them. Mum says she is happy with the activities on offer. Meals are mostly fine and Mum enjoys her food. She says the custard is the best she has tasted but dislikes the gravy which is made with gravy granules. I am always contacted if there is a health issue and my opinion/input is sought."

"I feel that the staff do treat my dad with kindness and respect. As is only natural, there are some staff whom he connects with more than others. The staff ensure that, as far as possible, it is the staff that he feels most comfortable with who help him with his personal care, such as showering. In my experience, the staff are friendly and welcoming to relatives. There is an air of calm around the home which always feels very reassuring as I am aware that, at times, they may also be dealing with difficult situations. My dad does find it unsettling when there are more agency staff on a shift whom he doesn't know and who are not so aware of the routine of Lennox House. I feel that there is a good range of activities in the home. Although they are not all of interest to my dad, there are activities which he does take part in. He attends the regular residents meetings and has input into suggestions for activities and improvements around the home. I feel that his care plan is taken seriously by staff and that they ensure that this is kept up to date and involve me in this process. I also feel that I can approach staff to discuss his care plan at any time. I am very happy with the care my dad receives at Lennox House. I am very appreciative of that care and of the dedication and professionalism of the staff team."

"Some of the staff treat my mother with kindness and respect. However, there have been occasions recently when she has felt "scolded" and "told off" when she has misplaced things or things have gone missing. In terms of looking after Mum's medical/nursing needs, I am pretty happy with this. If they think Mum needs to see a doctor re a chest infection, they arrange this quickly. Meals seem OK. The activities co-ordinator is an extremely nice woman who is always cheerful and lovely to Mum. She works hard to organise things and is a fantastic asset. Mum loves the visits by the therapy dogs. I do feel involved in Mum's care. They have phoned on a number of occasions if they feel they need to tell me something. I pass on anything I have noticed and check what Mum has said in case she is confused so that I can clarify things. The nurses are very pleasant and hard working. Overall, I am pleased with Mum's care and I do not worry about her physical health. The environment is very pleasant in terms of the lounges, the corridors and reception. I think having the security of the entry phone system is very good and I often see the garden being used by residents in the summer. It always seem well kept".

"The activities coordinator is excellent and a really cheerful and encouraging person to be around. The musical entertainment is far more regular than I'd anticipated and enjoyed by everyone as are the history discussions. I go in at least once a day so have got to know the staff very well and everyone is very friendly. I really do like the home. She has a beautiful room and is surrounded by caring staff and like minded people but communication could be improved and please, please encourage them to have someone full time at the door so we have a cheery face on arrival and so that the residents don't hear the constant ringing of the doorbell from anguished relatives trying to get in and out!"

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 well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

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

How well do we support people's wellbeing?

5 - Very Good

We saw compassionate, kind relationships between residents and staff. We received positive comments about the staff from residents and relatives. They were described as 'lovely' and 'very kind'. Staff used humour to engage with residents, where appropriate, and this was enjoyed by residents. Staff offered assistance in a discreet and respectful manner and they also supported residents to be as independent as possible. A few residents stated that they would prefer to be assisted by staff they knew, not agency staff, but they accepted that this could be difficult at times. It was good to see that all staff members in the home spent time with residents including housekeeping and office staff. This gave a feeling of community within the home.

Residents enjoyed a pleasant, unrushed dining experience. Staff knew the food preferences of residents and offered assistance to eat in a dignified manner. The tables were set in a way that encouraged residents to sit and enjoy their meals and the company of others. Residents who required more support were able to sit in a more private area and all residents could choose where they had their meals. Some residents told us that the meals were repetitive. The manager assured us that she would undertake a food survey to ensure that any concerns about food were acted upon.

It was important that residents had access to a range of meaningful opportunities and activities throughout the day. The home offered activities such as bingo, quizzes, daily walks and weekly trips out. They tried to offer a varied programme to respond to the interests and preferences of each resident. The activity staff member told us "we have an Historian who comes in once a month and gives a historical talk in which the residents get to choose which subject they would like to hear about, we have a cellist and a new lady pianist, also quizzes and board games. We are about to start a new indoor gardening project which will be good, I am also planning several days out to see The Kelpies and The Falkirk Wheel in the coming months."

Residents were encouraged to be as independent as possible in the home. There was good signage to help them orientate to toilets and lounges and there were plenty small areas to sit and relax. The garden offered a pleasant space for residents to enjoy some fresh air.

We could see that staff worked hard to keep residents healthy. Staff were knowledgeable and well trained. There was good evidence in the care plans of professional visits such as the GP and the dentist. Residents could keep their preferred doctor or optician and this supported their choice in their healthcare. We sampled the records for clinical health needs such as nutrition and skin care and could see that they were well assessed and reviewed. All of this ensured that the health needs of residents were responded to efficiently. If a resident had an AWI (Adults with Incapacity) certificate in place, we asked that the home liaise with their GP to have a treatment plan completed.

We discussed record keeping with the management team with regards to medication records and food and fluid charts. We showed them where we felt there were gaps and were assured that this would be addressed as a matter of urgency. This showed that the management team were responsive and willing to make improvements.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

Each resident had a care plan which reflected their needs and wishes. Most of the information contained within the care plans was relevant and up-to-date. There was good information about residents health needs and some about their likes, choices and preferences for everyday life. There was information which helped the reader get an understanding about who the person was and what they wanted to achieve whilst living in the home. Residents and families told us, where possible, that they felt fully involved in care planning and decisions.

Particular needs of residents, such as their mental health and well-being were written in a way that was person centred and guided staff on how to support that resident. Staff were well aware of those residents who needed support with stress and distress and how best to care for them in a manner that offered compassion and understanding.

The management team acknowledged that there were further improvements needed to ensure that information recorded prior to a formal review was more reflective of how the resident had been and what outcomes they

would like for the next six months. The current system did not collate the positives for residents or ask them what they would like to achieve in the future.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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