

Chamberlain Road Nursing Home Care Home Service

7/9 Chamberlain Road
Edinburgh
EH10 4DJ

Telephone: 0131 447 2849

Type of inspection: Unannounced
Inspection completed on: 10 October 2017

Service provided by:
Elder Homes Limited

Service provider number:
SP2003002448

Care service number:
CS2003010621

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

The service registered with the Care Inspectorate on the 1 April 2011 and is registered to provide 24 hour care for up to 29 older people.

The service is owned and managed by Elder Homes and is situated in a residential area in the south of the city of Edinburgh. The home is situated close to several main bus routes and has access to a range of local shops, restaurants, cafes and other community facilities.

The house is accessed by newly refurbished glass doors leading to sitting areas, dining room and private bedrooms which are spacious and well-presented most with en suite with level access shower or toilet and wash hand basin. Accommodation is provided on two floors, with stairs and a passenger lift giving access to the upper floor.

The home is set in its own grounds, with a small paved area and parking area to the front and an enclosed courtyard garden to the rear.

The Home's philosophy of care states that the service "considers clients and their families to be our priority in terms of care and support" and that the Home aims to "offer all residents the right to participate fully, should they wish to do so, in decisions about arrangements for daily living".

What people told us

We met with residents and their relatives/carers who told us that they were happy with the quality of care received at Chamberlain Road and that the "staff were very supportive".

Another resident also said "That they decided to come here due to a relative previously being a resident and that when the time was right they felt this would be the place they would like to be".

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

"I am confident if I wanted to know more or had a complaint that I could find this information".

"The support provided during this difficult time was exemplary and helped my stepfather and me enormously".

"I am very happy with the care provided, the staff and the management of the care home".

"I keep recommending Chamberlain to people I speak with".

"The staff have enough time to chat to my father. Whenever I am there (3 or 4 times a week) the atmosphere seems tranquil and friendly".

"Staff help my relative/friend to receive phone calls on their mobile phone. This is helpful as I am not often able to visit".

"I think my friend/relative could benefit from staff giving more attention to what my relative/friend does and doesn't want to watch on the television and turn the TV off or change to another choice of programme after a preferred programme has ended".

"The food could be more varied and interesting fish rarely features on the menu. Venison and other game would be much appreciated for a change".

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	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

Residents and relatives/carers continued to speak highly of the quality of care provided at Chamberlain Road. We spoke with a visiting General Practitioner who said "the service is very good and we have a good working relationship with the staff and when there is an issue we know there is an issue".

A computer based system CARSYS is in place. Care planning is now completed digitally. Staff have access to hand held devices located around the home to enable them to input up to date information about residents. This then informed any changes in residents' needs and helped staff to provide care based on up to date information.

Daily activities were planned and advertised in their activities brochure which also included individual support for trips to the theatre, cinema and dining out. This was supported by the activity assistants that visit and discuss with residents what they would like included in forthcoming programmes.

Recent links were made with a local nursery, where residents and children shared experiences and partook in storytelling and crafts. This was greatly received by residents and promoted mental and physical wellbeing for the residents that participated.

We observed a "Keeping in Balance Exercise Class". This is in line with the care about physical activity improvement programme (CAPA) supported by the Care Inspectorate. The programme supports and enables residents to maintain their mobility and increase levels of physical activity and move more often. This promotes independence, and it helps residents to be more involved in their care.

Residents were regularly consulted in their care needs. Participation in the wider development of the service in regards to structural changes should continue to be recognised and supported through consultation with residents and their relatives/carers.

What the service could do better

We advised the service to review the method in which they document "As required medication" as there was modest detail in the MAR system, which specifies when this medication should be administered. The service is now training team leaders and senior carers in medication administration and this information would be beneficial for those staff to identify when residents require additional medication. **(See Recommendation 1).**

Supervision was taking place on a regular basis. The service needs to improve how this should be documented. The supervision session used a reflective approach but lacked opportunity to identify training needs and the ability to track individual's progress. This will identify training needs which in turn will enable staff members to provide a quality service for the residents they support.

We would recommend the service review this and utilise information from the Scottish Social Services Council (SSSC) step into leadership website. The SSSC works effectively and in partnership with organisations to provide best value and improved outcomes for people who use services and also supports staff teams to learn and develop. **(See Recommendation 2)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. "As required" medication should be documented clearer in the MAR system to highlight when that medication should be administered. This will enable team leaders, senior carers and unfamiliar staff the opportunity to support this type of medication administration, ensuring safe and responsible drug administration to residents.

This takes account of National Care Standards Care Homes for Older Adults - Standard 15 Keeping well - Medication.

2. The provider should review the management of the supervision document to enable management the ability to track and review staff members' supervision sessions and highlight good practice and also practice that requires follow up and review.

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

Inspection and grading history

Date	Type	Gradings
14 Sep 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
20 Oct 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
2 Oct 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
16 Dec 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
5 Mar 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good
13 Nov 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
6 Mar 2012	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed
23 Jan 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
31 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 3 - Adequate
9 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate Not assessed 3 - Adequate
18 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good Not assessed
16 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
18 Dec 2008	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good Not assessed
7 Aug 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 4 - Good

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