

Cluny Lodge Nursing Home Care Home Service

10/16 Cluny Drive
Edinburgh
EH10 6DP

Telephone: 0131 447 3411

Type of inspection: Unannounced
Inspection completed on: 12 January 2017

Service provided by:
Elder Homes Limited

Service provider number:
SP2003002448

Care service number:
CS2003010623

About the service

Cluny Lodge Nursing Home is a care home registered to provide 24 hour care for up to 72 older people. The provider of the service is Elder Homes Limited, an independent care service provider.

The home is in a residential area on the southern side of Edinburgh. It is close to the community of Morningside where there are local shops, services and main bus routes. The home has well kept and attractive gardens and there is a small car park at the back of the building.

Residents' accommodation is on two floors, with stairs and a passenger lift to the upper floor. Most of the bedrooms have en-suite toilet/shower facilities. There are a number of sitting and dining rooms and a treatment area for physiotherapy.

The mission statement of the home states "At Elder Homes we are committed to the provision of a comprehensive and high quality care service to older people. We strive to provide a level of excellence in care that responds promptly and effectively to individual needs, whether related to physical, psychological, sexual, emotional, spiritual or social well-being".

What people told us

Information in pre inspection questionnaires and speaking with residents and relatives/carers informed our inspection. We also respected the privacy of those who did not wish to speak with us.

Residents were all very complimentary about different aspects of the service:

- The kindness and attentiveness of staff.
- The clean and comfortable environment.
- The range of activities and events.
- The choice and quality of meals.

In some of the pre inspection questionnaires residents and relatives/carers responded "don't know" or "disagree" to questions relating to :

- Being asked their opinion.
- The complaint procedure.
- Their right to make a complaint to the care inspectorate.
- Provision of food they liked.
- Being treated politely.

There were no contact details to allow us to follow up these issues and no one we spoke with highlighted any concerns.

However, we provided a copy of the pre inspection summary sheet to the manager. This may assist her to follow up through discussion and meetings with residents and relatives/carers.

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

"Cluny Lodge is a very good nursing home managed by an exceptional lady (named). The staff work incredibly hard to ensure that the residents lead a full and happy life in their declining years."

"Quality of staffing is one of the most impressive attributes of this care home."

"Staff are courteous and good humoured, my relative always clean. Despite not really wanting to be there she is VERY well looked after."

"Staff are all extremely friendly, attentive, caring and professional. It is wonderful to have peace of mind knowing he is being so well looked after."

"The team is well led and this has produced caring and flexible staff who look after the needs of the residents."

"I feel sometimes staff don't listen to what I am saying."

"Our relative emphasises how well looked after he is and how kind the staff are. These attributes extend to his family and visitors in general."

"My relative would like to have more fresh vegetables available and more traditional meals, unusual combination of ingredients are a source of complaint."

"Breakfast service can be unpredictable."

"Nothing to complain about."

"Food is good, staff are kind and cheerful, service is good, outings are encouraged. Excellent home !!"

"There is little continuity of care, i.e. the same staff in attendance all the time."

"Couldn't ask for more I've been fortunate to be here."

Self assessment

We received a fully completed comprehensive self assessment document.

The self assessment included information under each statement to describe the service's strengths. This identified areas they thought they did well, some areas for development and any changes they planned. The grades awarded through self assessment were generally in accordance with those awarded through inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	not assessed

Quality of care and support

Findings from the inspection

All of the residents and relatives/carers we spoke with and who completed pre inspection questionnaires told us that they were satisfied or very satisfied with the quality of the care and the overall service in Cluny Lodge. Residents also told us that they felt safe and well looked after.

Very high standards of care and support were evident and we saw that all staff were respectful and courteous in their interactions with residents.

Residents were well presented in their appearance and staff were attentive to their personal care and healthcare needs. We saw that care and requests for assistance were attended to promptly and with discretion.

Information in care plans showed that staff liaised with GP's and other professionals such as physiotherapists and dieticians to ensure residents' healthcare needs were assessed and managed.

Care plans all followed the same format but information was individual and took account of personal preferences in how care was to be provided. Care plans were also informed by relevant risk assessments, for example; falls, moving and handling, nutrition, and skin/pressure area care. Samples of daily care records we looked at were up to date.

Regular care plan reviews took place which gave the resident and /or their representative the opportunity to discuss and agree the care to be provided.

The manager had an overview of residents' legal status but we saw that information in care plans did not always give detailed information. Therefore, some staff may not be fully aware of their responsibilities to ensure residents' legal rights were protected. Senior nursing staff and the training manager agreed to follow this up.

Dining rooms were attractively set out for meals and meal times were well organised which helped to promote a positive dining experience. Having nutrition support staff also meant that residents who needed more assistance to eat and drink received this promptly.

A variety of activities were planned each day from 10am to 8pm each day for residents to join in as they wished. However, residents told us that their preference for quiet time and privacy was also respected. Increasingly one to one support was also provided for those residents who were unable or did not wish to join in group activities.

As at previous inspections the continuing high standards of care provided resulted in positive outcomes for residents in Cluny Lodge.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Cluny Lodge was comfortable, clean and well maintained throughout. Residents and relatives /carers also confirmed these findings.

Bedrooms had been personalised, decorated and furnished to suit the preferences of the resident. Rooms were also fitted with telephone, TV points and call buzzers.

Systems were in place to report any repair and maintenance needs and routine and safety checks were undertaken to ensure the safety of the environment and equipment in use.

Specialist equipment: baths, hoists and slings were checked in line with LOLER requirements. (Lifting Operations and Lifting Equipment Regulations 1998). These checks were up to date. Arrangements were also in place for checking and cleaning of pressure relieving mattresses.

Recommendations made by the fire and rescue service were being attended to and there were no outstanding recommendations needing attention from the last environmental health department inspection.

All equipment and installations we saw were clean and in working order. Housekeeping staff told us they had enough equipment and cleaning materials to maintain the high standards of cleanliness we saw and which was reported to us. The high standards of cleaning also assisted to minimise any potential spread of infection.

Monthly assessment of each resident's needs informed the staffing provided and the deployment of staff throughout the home. Sample of assessments and duty rotas confirmed that the number of care hours provided met or exceeded the care hours assessed as necessary.

Medication management systems including recording and stock control were well organised. Audits and advice from the dispensing pharmacist also assisted staff to manage medicines in accordance with best practice guidance.

Accidents and incidents were recorded and evaluated to inform any preventative actions needed. In house physiotherapist staff were also available to advise on the use of specialist equipment, falls prevention and assessment and management of residents needs following any falls. This meant that prompt attention could be given to reviewing and implementing any changes to care plans.

Health and safety policies and procedures and staff training including: fire safety, moving and handling, management of stress and distress and management of dementia assisted staff to promote a safe and comfortable environment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

This quality theme was not assessed.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The manager should ensure that PVG scheme updates are always carried out when a new employee, who is already a scheme member, takes up post.

This recommendation was made on 2 December 2016.

Action taken on previous recommendation

A triple checking system had been put in place to ensure all safe recruitment checks including PVG scheme updates are undertaken and completed before a prospective member of staff commences in post. The recommendation had been implemented.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
21 Jan 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
4 Nov 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
26 Nov 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
20 Feb 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
1 Oct 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

Date	Type	Gradings	
1 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
9 Jun 2011	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
28 Jan 2011	Unannounced	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
10 Sep 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
18 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
23 Oct 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
4 Feb 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
6 Aug 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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