

Camilla House Care Home Service

19 Grange Terrace
Edinburgh
EH9 2LF

Telephone: 0131 662 1114

Type of inspection:

Unannounced

Completed on:

15 March 2019

Service provided by:

Sanctuary Care (Kler) Limited

Service provider number:

SP2007008796

Service no:

CS2006135743

About the service

Camilla House is a care home service, registered to provide 24 hour care for up to 39 older people. There were 37 older people living in the service at the time of the inspection.

The service was owned and managed by Embrace (Kler) Limited., but has now been taken over by Sanctuary Care Ltd.

The service is situated on the south-east side of Edinburgh within the Grange area and is accessible by public transport. The service is provided in a large detached Victorian villa with an extension adjoining. Accommodation is provided over three floors, with stairs and passenger lifts giving access to the upper and lower floors.

There are 39 bedrooms. Six bedrooms have en-suite, with toilet and wash hand basin and six have en-suite with bathing facilities.

Two sitting rooms and a dining room are provided on the ground floor, with a smaller sitting room and dining area available on the first floor. Toilets and bathing facilities are available on each floor. There are kitchen and laundry facilities within the home.

There is a pleasant enclosed garden area for residents use. Car parking is available in the grounds.

The written aim of the service is:

"To provide professionally competent, individualised care within a safe and comfortable homely environment".

The new provider has demonstrated their intention to make improvements with positive investment in the care home. During this inspection we spoke to the manager and regional quality assurance manager. We saw the architectural plans for an extensive refurbishment project for the entire home. This will take several months and address some of the issues existing within the older building. These improvements should enhance the quality of the environment for people who live there.

What people told us

During our inspection visit we spoke to several residents, people commented on the quality of the care staff and generally felt happy about the standard of service provided at Camilla House.

We spoke to several visitors, this was a busy care home with plenty of regular visitors, who were more than happy to share their opinions and views. Again we heard positive comments and relatives felt comfortable and reassured that their loved ones were being looked after by the staff team.

We reviewed the returned completed questionnaires from four relatives all four were overall happy with the care and support provided at Camilla House. Some relatives made written comments including the following,

"My relative has been in Camilla for a few months and I and the family are delighted by the care that he is getting."

"The staff are to be commended for their care of the residents."

"Occasionally there is no staff in the quiet lounge. It would be better if there was always at least one person with the residents."

We reviewed the returned questionnaires from six residents again all were overall happy with the standard of care and support they received at Camilla House, one person wrote,

"Top quality could not ask for more."

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?	4 - 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?	4 - Good

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

How well do we support people's wellbeing?

4 - Good

People should experience high quality care and support that is right for them and be fully involved in decision-making. This should reflect their needs, wishes and aspirations. During our inspection we noted staff engaging well with residents and talking to them and interacting in a kind, considerate manner.

We spoke to residents who told us the staff were very good and nice. We met relatives who visited the home on a regular basis. They were very appreciative of the staff and described them as hard-working and friendly. They told us they liked the surroundings and the character of the care home, although noted that it could do with some refurbishment.

We received similar positive comments from residents and relatives in their returned questionnaires. We did however note that this was a very busy active home with lots of things going on and regular visitors. Whilst this was all very positive, it could also be demanding on the staff resources.

We received some comments that there were times when the quiet lounge did not have any staff supervision. We would advise that this is risk assessed in relation to the needs of the individuals. During our visit, both lounges were generally busy and active with residents, staff and visitors milling around.

This helped to create a vibrant and active atmosphere. The quiet lounge was utilised if people wished a calmer environment. This gave people some choice in where to spend their time.

People should be enabled to get the most out of life with options to maintain and develop their interests, activities and what matters to them. In relation to this, we met with the enthusiastic activity coordinator, who presented good records and details of the activity programme that included outings, entertainment and other events. We were told of a planned visit to the theatre to see the Mikado.

We reviewed the care and support planning documentation and noted this contained good information relating to each individual's needs. We could see that there was good communication with other medical professionals to address any identified health needs. This ensured that people living in Camilla house could be confident that their health and well-being needs were being met. This also gave some comfort and confidence to relatives knowing that their loved ones were being looked after appropriately.

People should experience a high quality environment if the organisation provides the premises. We reviewed the environment and spent time with the maintenance person who demonstrated a commitment and pride in their work. They ensured all aspects of maintenance and general repairs including health and safety checks were completed as required.

We also note that the new provider was committed to investing and improving the care home environment. There is an extensive plan of upgrading and refurbishment that will commence shortly. We viewed the architectural presentations detailing the work planned for the care home.

These improvements and developments will further enhance the overall environment of the care home and the quality of life for the people who live there. We discussed with the business quality manager the need to ensure as little disruption to the existing residents living in the home, during the construction and refurbishment period.

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?

4 - Good

People who use care services should be confident they will have a well-developed personal plan, which sets out how needs and wishes will be met.

From the files we reviewed, we saw that there was good information to identify individual's physical and mental well-being needs. This included assessments and evidence of other medical/health professional involvement when required.

People who use the service and relatives, informed us that they were satisfied with the way they were involved in the assessment of the care and support provided. Relatives said they were involved and they could discuss any issues with the manager or the staff. If there was any issues or concerns, relatives told us that the staff were very good at communicating with them and keeping them updated.

We saw brief pen profiles describing a little of the person's background personal history, preferences, hobbies and interests. This helped to create a personal approach, seeing the person as an individual and not just a list of physical care needs.

Reviews of the care and support provide the opportunity to meet and share their opinions and feedback on the quality of the care and support provided. This gives people who receive a service and their relatives along with the staff team an opportunity to discuss any issues or concerns. We saw there was a regular review list in place and followed appropriately.

As the service has now been taken over by a new provider, there will be new care plan formats introduced. We discussed the need to ensure that the important information that has been gathered to date is appropriately transferred to the new format.

We saw that records of accidents and incidents were completed and the manager would review these in relation to each individual's physical and mental well-being. This ensured that some overview was undertaken to identify any mitigating factors or physical/mental deterioration resulting in such incidents.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

1. It is recommended that the service regularly reviews how, when residents are prescribed topical creams/ointments, accurate records for the application of topicals are maintained.

This takes account of National Care Standards, Care homes for older people, Standard 15 Keeping well - medication

This area for improvement was made on 10 May 2017.

Action taken since then

We reviewed the topical administration records and noted that body maps were in place to identify areas for the application of creams. We checked the medication administration records and noted that appropriate standard of documentation was in place. We would advise that this should continue to ensure that consistency across all medication records is maintained.

This recommendation is now Met.

Previous area for improvement 2

It is recommended that the service reviews the provision of toilet facilities for kitchen staff and also for visitors to maximise infection control.

This takes account of National Care Standards, Care homes for older people, Standard 4 Your environment.

This area for improvement was made on 10 May 2017.

Action taken since then

The manager and kitchen staff monitor the infection control elements of this recommendation. Since this care home has recently been taken over by another provider. During this inspection we were shown an extensive refurbishment programme for the entire environment. This will address any on going issues related to this recommendation. In light of this improvement plan we have met this recommendation.

This recommendation is Met.

Previous area for improvement 3

It is recommended that the service reviews its procedures for the storage of dried food products, such as cereals, in the dining area to ensure that they are correctly stored.

This takes account of National Care Standards, Care homes for older people, Standard 4 Your environment

This area for improvement was made on 10 May 2017.

Action taken since then

We saw that the manager had addressed this issue with proper storage containers for dried foods and cereals that are available for residents usually at breakfast. Labels have been placed on containers indicating any allergies that need to be noted.

This recommendation is Met.

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?

4 - Good

1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	4 - Good

How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good
5.2 Families and carers are involved	4 - Good

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