

# Blenham House Care Home Care Home Service

3 Sighthill Court  
Edinburgh  
EH11 4EU

Telephone: 0131 458 9820

Type of inspection: Unannounced  
Inspection completed on: 22 November 2016

**Service provided by:**  
Randolph Hill Care Homes Ltd

**Service provider number:**  
SP2003002451

**Care service number:**  
CS2006140016

## About the service

The inspection focused on standards of care for people living with dementia. We are using a sample of 150 care home services to look in detail at the standards of care for people living with dementia and this service is one of those selected as part of the sample.

The areas looked at were informed by the Scottish Government's Promoting Excellence: A framework for health and social care staff working with people with dementia and their carers and the associated dementia standards. It is our intention to publish a national report on some of these standards during 2017.

Blenham House is owned and managed by Randolph Hill Care Homes Ltd.

Blenham House is a purpose-built home and provides nursing care to a maximum of 60 older people including those with dementia. It is situated within South West Edinburgh and has good local amenities and transport links to the city centre and outlying areas.

Accommodation is provided over three floors which can be accessed by stairs and two lifts. Residents' bedrooms have en-suite shower rooms, telephone, internet and digital television points. There is a choice of lounge and dining areas on each floor and occasional seating at various locations around the home.

There is an enclosed garden area to the rear of the home which has seating, raised plant beds and a water feature. The garden is secure and easily accessed from the building.

The aims and objectives of the home are stated as 'providing a high standard of individualised care which is needs led promoting resident's independence, dignity, privacy and self-esteem.'

## What people told us

For this inspection we received 21 completed questionnaires from residents and relatives. We also spoke with 12 residents and five relatives during our visits.

The returned questionnaires were very positive in their opinion of the service, staff and management.

Comments received from both returned questionnaires and people we spoke with included:

"First class."

"I am happy with the extra care management and activities staff do to make life acceptable for the residents."

"As a family we find the care, commitment, compassion and dedication of all the staff to be exemplary. Key to this is the management team and nurses. We could not wish for a better care home - this is the best."

"All of the staff are extremely caring, hard working and responsive. Their kindness is always touching. This includes ancillary staff too."

"My parent is very happy in Blenham House."

"In a word - fantastic."

"Everyone, without exception is kind and caring."

"We don't have to worry any more because we know our mum is really well looked after and she's happy."

"My parent improved when they moved into the care home. They gained weight and joined in all the activities."

"I am very happy living here. The food is lovely, you always get plenty to eat and drink."

"I love the bus runs and getting out."

"The manager is excellent, she's very approachable and always willing to listen and help."

"You could have your own privacy."

"The staff are very good."

"It's not home but it's the next best thing. Everyone has gone out of their way to make life easy and good for me."

During our visit, we used a short observation framework tool for Inspection (SOFI2) which assists us to record how people interact with residents. We saw that staff interacted overall in a warm and caring manner towards residents. The staff took time for residents to be as independent as possible, making the most of their skills and not rushing them.

## Self assessment

We received a completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

We looked at a sample of care plans and saw that they were well laid out identifying areas for support, desired outcomes for the resident and regularly evaluated with the focus on achieving very good outcomes.

Staff were knowledgeable about the support required for residents and demonstrated their knowledge of the importance of delivering personalised care and support and, acknowledging personal outcomes for residents. We heard how staff had received training in dementia and how this helped them to understand the condition and recognise and manage stress and distress situations.

Residents were very positive about the support they received commenting upon the kindness shown to them by staff and how their individual needs were being met.

The service maintains a register containing details of all residents with an Adults with Incapacity Certificate (AWI) and/or Do Not Attempt Cardio Pulmonary Resuscitation form.

Staff were very knowledgeable about how to access independent advocacy for residents.

Blenham House is part of the 'Caring for Smiles' project for oral health. They have one staff as the identified champion and a recent visit from dental services showed that there were no concerns in this area.

The service liaised with health care professionals as and when needed for each resident. This was documented within the support plan and relevant people in the residents' life were informed.

Residents confirmed they chose how to spend their day, what time to get up and when they went to bed. They spoke of enjoying many different activities and outings with the staff.

Overall, feedback was very positive about the provision of food and drinks. Pictorial menu boards were not currently being used. We saw that staff showed residents plates of food to allow them to make an informed choice.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

We found that the ethos of the home was welcoming and friendly. We noted that staff were good at supporting residents to maintain links with family and friends. Visitors we spoke with commented positively about the friendly welcome they received when they visited.

The service uses their own mini bus, public transport and cars to take trips to the local community and to visit places of interest. People we spoke with commented positively about having the opportunity to get out.

The home offers single en-suite with shower rooms.

There was a variety of pleasant sitting rooms and dining areas the residents could access.

All of the bedrooms were personalised and reflected the taste of the resident. We saw that the home was clean and tidy. Both residents and relatives we spoke with commented about the cleanliness of the home and how important that was to them.

We used The Kings Fund environmental assessment tool to evaluate if the care home was dementia friendly. We found that the home was very good at promoting meaningful and purposeful activity and residents' wellbeing. The facilities available encouraged eating and drinking and promoted mobility. We saw that the signage within the home helped with orientation and guiding residents, and directed them to toilets and bathrooms, which helped to promote continence and personal care.

The garden to the rear of the building was secure with a paved area for people to sit out. The area at the front of the building was open and not secure for residents who were unaccompanied.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

### Findings from the inspection

We spoke with a number of members of staff who had a variety of roles within the service. Feedback we received was very positive, staff felt well supported by management and were happy with the training that they had received and had ongoing access to. Staff told us they felt they worked well together as a team.

Staff confirmed they had opportunities to attend supervision whereby issues of their practice were discussed and included training and development needs. We saw from records that a number of staff recently had appraisals which highlighted strengths and areas for development.

We looked at the records of newly appointed staff and all the procedures regarding recruitment were adhered to, in particular relevant background checks. New staff were also provided with a period of induction and essential training. These procedures ensured that the welfare of residents was paramount.

The service demonstrated that there were well documented, regular staff meetings that included a varied agenda which also promoted good practice. This meant that effective information sharing ensured carers were always updated with current day to day issues.

We saw from training records that these included topics which we would expect, such as moving and handling and infection control. The service evidenced that all staff had attended essential training as well as completing a variety of additional training. This training ensured that residents could be confident that carers had the necessary skills and knowledge to meet their care needs.

## Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of management and leadership

### Findings from the inspection

The manager and senior staff demonstrated a very good level of knowledge about residents' care and support needs, staff development and training needs and health and safety matters.

The management's 'open door' approach and relationships within the home enabled people and families to share their opinions and feel able to comment on the quality of the service. People in the home and the relatives we met were confident that the service would/had responded to concerns or comments. All of the people spoken with commented that the manager "listens to what they have to say and responds to any problems immediately, she's excellent."

There is evidence that quality assurance systems support services in improving their practice, which can result in improved outcomes for people using the services, relatives and the staff team. A number of audits were carried out in the home. The aim of the audits was to make sure standards were maintained and any areas for improvement identified and acted upon. We looked at some of the regular quality assurance audits completed, including medication management (alongside an independent pharmacy audit), personal care plans and an environmental audit. Action plans were developed and introduced when required. For example, when we looked at the care plan audits - any missing information was noted - and people had a timescale in which to complete the records. In the plans we sampled, staff were still within the timeframe for making these changes; however, it is acknowledged that this was a good way of ensuring people's plans of care were current and accurate. The home could also evidence that action was taken as a result of medication errors and staff were guided and supported appropriately.

We also noted that there was a clear overview of accidents that happened, including falls. This detailed which people were affected, what time of day, and in what areas of the home. This supported the service in making changes to staffing deployment or in assessing for additional pieces of equipment. It also enabled the service to review people's needs and plan changes. We could also see that equipment, such as slings and hoists were checked on a regular basis to ensure that they were safe for people's use. These actions helped manage risks for residents.

We saw information on display about how the comments and suggestions from people who used the service had informed developments and improvements. This included activities and outings for residents.

During the inspection we made suggestions or highlighted areas for improvement to the manager and these, where possible, were acted upon at the time of inspection. The manager was proactive in her response to any suggestions made by the inspector.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

## Previous requirements

### Requirement 1

The management of medications needs to be improved so that staff follow policy and best practice. In order to achieve this, the provider must:

- demonstrate that staff follow policy and best practice about record keeping and documentation

This is in order to comply with

SSI 2011/210 Regulations 19 (j) a regulation regarding records registered care services must keep, 4 (1) (a) a regulation regarding the health, welfare and safety of service users and 15 (b) (i) a regulation regarding staffing  
In making this requirement account has been taken of the National Care Standards, care homes for older people, standard 5 - Management and staffing arrangements and standard 15 - Keeping well - medication.

**This requirement was made on 11 March 2016.**

### Action taken on previous requirement

Examination of medication records identified all prescribed medications had been administered and recorded appropriately.

**Met - within timescales**

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

### Previous recommendations

#### Recommendation 1

Staff must consistently and accurately complete the fluid intake charts, evaluate the content of the charts and plan care accordingly.

Reference: National Care Standards, Care homes for older people, Standard 5 - Management and staffing arrangements and Standard 13 - Eating well

**This recommendation was made on 11 March 2016.**

#### Action taken on previous recommendation

We examined eight fluid intake charts and found these to be fully completed and evaluated. Residents spoken with confirmed they got plenty to drink.

This recommendation has been met.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

### Enforcement

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

## Inspection and grading history

Date	Type	Gradings	
9 Mar 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Dec 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
27 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
7 Mar 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	5 - Very good
22 Nov 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	Not assessed
20 Dec 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
6 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
2 Jun 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
31 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
24 Aug 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
19 Feb 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
27 May 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - 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 iartras.

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.