

# Ashley Court Care Home Care Home Service

33 Craighouse Terrace  
Edinburgh  
EH10 5LH

Telephone: 0131 447 2345

Type of inspection: Unannounced  
Inspection completed on: 2 February 2018

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

**Service provider number:**  
SP2003002451

**Care service number:**  
CS2003010612

## About the service

This service has been registered since 1 April 2002.

Ashley Court is owned and managed by Randolph Hill Group Ltd. The home is registered to provide accommodation and support, including nursing care to a maximum of 57 older people, including individuals with a diagnosis of dementia.

Ashley Court is a purpose-built home over three floors within a popular residential area of South West Edinburgh near to local transport links, amenities and near the City Centre. There are lounges on each floor as well as a dining room. There is an enclosed secure garden for residents to enjoy.

Ashley Court's aims and objectives state that they will 'provide a service which best suits residents on an individual basis. The service will be provided in a homely atmosphere where residents will be treated with dignity and respect.'

## What people told us

At this inspection there were 51 people using the service. We spoke with 13 residents in some detail about their experience and we chatted with or observed the care of many of the other residents. We received eleven questionnaire responses from residents. All of the respondents told us that overall, they were happy with the quality of care they received in the home. One resident said they especially liked that they were asked for their opinions. Residents we spoke with were complimentary about the staff. We saw that staff knew residents well and used their knowledge of each individual to have positive interactions. We saw some good examples of patience and kindness being shown to residents which had a positive outcome on the residents mood and appetite.

We spoke with six family members during the inspection. We also received eleven questionnaire responses from family members. Families we spoke with were pleased with the care their relative received. All felt that the care given was of a high standard and communication with them was good and appropriate. Relatives responses described that moving to the care home had been a positive experience for their relative and had improved their quality of life. For example:

"My (relative) moved into Ashley Court in April this year and the new environment has given (him) a new lease of life. The entertainment timetable is clear and well planned and structured. All the staff are very kind, supportive and caring at all times and the homes standards have exceeded our expectations. He thoroughly enjoys his new home, especially the food and his room",

"In particular the staff, without exception make a good relationship with their residents and since I visit (daily) I have the opportunity to observe that this applies to all other residents. I am pleased with the care of my (relative).",

"My (relative) has been in the care home for 4 months. She has improved greatly since she went into Ashley Court. She is more stimulated, happier, her dementia has improved, she loves the staff-always says that the staff are so kind to her. I honestly cannot fault the care home and their staff-they are fantastic! I am so happy I chose this care home as they really do care. They have so much going on for residents everyday.",

"We are extremely satisfied that our (relative) is getting the best possible care. She is happy and content and has a lovely relationship with the staff.",

"My (relative) has been in Ashley Court for about 2 and a half years. Throughout that time I have been impressed by the high quality of care she has received. I visit daily so I have regular and frequent first hand experience of the atmosphere and general state of the care home. I am always impressed by and at times in awe of the

compassion, patience and sensitivity of the staff to my mum and other residents.... The whole of the staff team contribute to the quality of care... I trust them to provide the highest quality of care possible."

## Self assessment

We are not asking services to provide self assessments this year while we review how we inspect services in the future. We discussed the plans for the future development of the service with the manager.

## From this inspection we graded this service as:

|   |               |
|---|---------------|
| <b>Quality of care and support</b>          | 5 - Very Good |
| <b>Quality of environment</b>               | 5 - Very Good |
| <b>Quality of staffing</b>                  | not assessed  |
| <b>Quality of management and leadership</b> | not assessed  |

## What the service does well

Residents and relatives told us that they received very good care at Ashley Court and residents looked well cared for. They were involved in planning their care and making decisions about how their care was delivered.

Many relatives told us that their relatives quality of life had improved since moving to Ashley Court. They said their relative found it a safe and stimulating environment.

Staff used a range of assessments to help them understand residents needs. Care plans were personalised and reflected each persons needs and preferences. Residents and their families told us that they were regularly involved in reviewing their care. Meetings resulted in changes to care plans when required.

The service employed qualified nursing staff who provided nursing care over a 24 hour period. A range of health professionals were also consulted to make sure residents had working hearing aids, suitable glasses and good foot health. G.P services, district nurses and dietitians were consulted where needed.

All staff had received training to help them care for residents living with dementia. Staff were very good at responding to the needs of people with dementia, ensuring people felt valued and received the care they needed.

Residents told us they enjoyed the food in the home. Staff monitored residents risk of under nutrition and took action when there were any significant changes.

Residents and relatives told us they enjoyed a range of stimulating activities and interesting outings. Ashley Court employed four activity staff who organised and ran a range of events to suit residents. For those residents who were too frail to leave the home, we heard that a range of staff spent time with them, in both arranged activities and informally, which they said they enjoyed.

The culture encouraged creative contributions from staff to suggest improvements in the running of the home.

The home was well-led. Improvements to care had been made since the last inspection. These included improvements to as required medicine protocols to help residents with symptoms of stress and distress and in the recording and instructions for staff for administering topical medicines.

Training for staff in caring for residents living with dementia had taken place and we could see the improvements that this had made to the way residents were cared for and the quality of the interactions that took place.

Staff supervision took place and staff said that this supported their work and they felt it was a positive experience. This also helped to maintain the standard of care in the home.

Legal proxies such as power of attorney and guardianship were better understood and a register of these were kept. This ensures that the appropriate legal representative was consulted when residents are unable to make some decisions.

The home used an invoicing system and had little involvement in managing money for residents. Any financial transactions were appropriately recorded and receipts kept for purchases. Regular reconciliations took place.

During this inspection the home were in the middle of a three year planned refurbishment and upgrading programme. We found that the refurbishment work was well planned and organised. Residents and families said the work had not been disruptive and in fact they enjoyed watching how the spaces were being transformed. Residents were pleased with how the contractors kept them up to date and involved with the work. The spaces which had been refurbished were completed to a high standard. There was good attention to detail which made the pantry areas useable for more of the residents for example. Features had been included which can make the environment more easily used by those living with dementia such as glass cupboard doors and access doors. When we checked maintenance records for safety equipment, we found the home carried out a range of safety checks and maintained equipment in accordance with current guidance.

## What the service could do better

No residents had damage to their skin from pressure. There was one resident with a wound that needed dressed. We discussed that improvements could be made to how staff record the timescales for dressing changes.

Information about special diets available in the kitchen needed to be checked to ensure it was accurate and up to date. We found that for one resident this was not the case.

We suggested that a receipt system is introduced for money received into the home out of office hours which the service agreed to carry out.

The provider carried out an assessment for the risk of Legionella. From the records viewed the assessment did not clearly state whether action was needed by the provider to carry out water tests, for example, to ensure that control measures remain effective. We discussed this with the manager who agreed to discuss this with the provider.

These areas for improvement would enhance the very good care we observed at this inspection.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

## Inspection and grading history

| Date        | Type        | Gradings   |
|-------------|-------------|--|
| 30 Sep 2016 | Unannounced | Care and support 4 - Good<br>Environment 4 - Good<br>Staffing 4 - Good<br>Management and leadership 4 - Good     |
| 17 Feb 2016 | Unannounced | Care and support 4 - Good<br>Environment 3 - Adequate<br>Staffing 4 - Good<br>Management and leadership 4 - Good |
| 27 Nov 2014 | Unannounced | Care and support 4 - Good<br>Environment 4 - Good<br>Staffing 4 - Good<br>Management and leadership 4 - Good     |
| 26 Mar 2014 | Unannounced | Care and support 4 - Good<br>Environment 4 - Good<br>Staffing 4 - Good<br>Management and leadership 4 - Good     |
| 3 Jul 2013  | Unannounced | Care and support 4 - Good<br>Environment 4 - Good  |

| Date        | Type        | Gradings   |
|-------------|-------------|--|
|             |             | Staffing 4 - Good<br>Management and leadership 4 - Good  |
| 13 Jun 2012 | Unannounced | Care and support 3 - Adequate<br>Environment 4 - Good<br>Staffing 4 - Good<br>Management and leadership 4 - Good         |
| 25 Apr 2012 | Unannounced | Care and support 3 - Adequate<br>Environment 4 - Good<br>Staffing 4 - Good<br>Management and leadership 4 - Good         |
| 11 Jan 2012 | Unannounced | Care and support 2 - Weak<br>Environment 2 - Weak<br>Staffing 4 - Good<br>Management and leadership 4 - Good             |
| 28 Jul 2011 | Unannounced | Care and support 2 - Weak<br>Environment 2 - Weak<br>Staffing 3 - Adequate<br>Management and leadership 3 - Adequate     |
| 6 Jan 2011  | Unannounced | Care and support 3 - Adequate<br>Environment 4 - Good<br>Staffing Not assessed<br>Management and leadership Not assessed |
| 11 Aug 2010 | Announced   | Care and support 4 - Good<br>Environment Not assessed<br>Staffing 4 - Good<br>Management and leadership Not assessed     |
| 10 Feb 2010 | Unannounced | Care and support 4 - Good<br>Environment 4 - Good<br>Staffing 4 - Good<br>Management and leadership Not assessed         |
| 13 Aug 2009 | Announced   | Care and support 4 - Good<br>Environment 4 - Good  |

| Date       | Type        | Gradings                  |               |
|------------|-------------|---------------------------|---------------|
|            |             | Staffing                  | 4 - Good      |
|            |             | Management and leadership | 4 - Good      |
| 5 Feb 2009 | Unannounced | Care and support          | 5 - Very good |
|            |             | Environment               | 5 - Very good |
|            |             | Staffing                  | 4 - Good      |
|            |             | Management and leadership | 4 - Good      |
| 2 Sep 2008 | Announced   | Care and support          | 5 - Very good |
|            |             | Environment               | 5 - Very 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.