

Blenham House Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
15 November 2022

Service provided by:
Randolph Hill Nursing Homes
(Scotland) Ltd

Service provider number:
SP2003002451

Service no:
CS2006140016

About the service

Blenham House is a care home for older people. It is registered for 60 places and has registered nurses and carers who support and care for people. The provider of the service, Randolph Hill Nursing Homes (Scotland) Ltd also has other care homes across Scotland.

Blenham House is located in Sighthill in Edinburgh, opposite the health centre and has some parking available for families and visitors. There are local amenities and good transport links to the city centre. The accommodation includes 60 single ensuite rooms over 3 floors which have stair and lift access. Each floor has dining rooms and lounges for people to use. Central areas on each floor were also available with communal bigger spaces for events. A hairdresser works from an area on the first floor. There is an enclosed secure garden to the side, this was recently extended and has various seating spaces for people to choose.

About the inspection

This was an unannounced inspection which took place on the 9th and 10th of November 2022. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with ten people using the service
- spoke with seven of their families
- spoke with thirteen staff and management
- observed practice and daily life
- reviewed documents
- spoke with six visiting professionals

Key messages

- Peoples health and wellbeing needs were being met
- People benefitted from regular varied activities
- People were cared for by staff who knew them well
- The home was clean and welcoming
- Professionals and families we spoke to had positive comments about the service the people received

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?	5 - Very 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

We found strengths in aspects of people's health and wellbeing, and how they supported positive outcomes for people. We evaluated the service under this key question as good. We observed staff were caring, with warm interactions and knew the people they cared for. The home had a welcoming and friendly atmosphere. One relative told us there is 'always a good atmosphere in the place and an incredibly caring approach'.

Support plans covered all aspects of people's health and wellbeing. One family member told us 'the staff are absolutely wonderful and the care they received has been great. They feel like part of our family now.' We observed personal plans being updated and where reviews had taken place families had been involved. Review minutes would benefit from having more detail of the discussions that took place.

Additional plans were held in people's rooms to support daily interactions. Risk assessments involved people and families where possible in decisions relating to their care. A family member told us 'the efforts made with care plans are phenomenal'. This meant people were recognised for their own experiences and included.

Consents for the use of safety measures was noted in people's personal files. Documentation would be enhanced by ensuring all control measures were recorded.

Medication systems were in place on each floor. Internal and external audits took place. This helped identify any issues which allowed staff to take actions and helped to keep people well.

People's health was monitored and there was good engagement from the local GP who visited twice weekly. The District Nurse team also visited if required. A professional told us 'in terms of care they can't do enough for their residents. We get constant positive feedback from families'. This meant people received responsive care and support from professionals.

The dining experience was relaxed with no sense of rush. The tables were set with covers, napkins and nicely decorated. Alternatives were available if the choice of meal was not to people's individual taste. Our observations showed warm interactions between staff and people. For those people who required support for mealtimes, this was conducted in a dignified way at an earlier sitting. People had access to snacks and fluids. People's health and wellbeing benefitted from the provision of high quality and well presented food.

Visiting in the service was now open and unrestricted, following the Scottish Government's 'Open with Care' guidance. The service offered a variety of places to visit including people's rooms, communal lounges as well as the garden spaces.

The service had a designated team that supported people to take part in activities. A weekly planner was produced. We observed people taking part in a variety of both group and one to one activities throughout the home during the inspection. The wider staff team also supported people and we observed them singing, chatting and spending time with people. There is a reminiscing lounge with old style furniture, pictures and ornaments. A hairdresser visited the service once a week and was popular with people. These interactions meant that people participated in a range of recreational and social activities every day.

We observed staff using appropriate personal protective equipment (PPE) during our inspection. Each department had schedules in place for cleaning. The communal areas were clean and had a homely feel. People's bedrooms contained personal items and furniture that made it special to them. This meant that people experienced a homely looked after environment and were included and able to decide on furnishings for their personal spaces.

The service had a dedicated maintenance team that supported the home. Equipment was checked regularly. During the inspection we noted some mattresses needed to be replaced. This was undertaken immediately by the service. We have asked the service to review the process and documentation in relation to this aspect of checking and maintenance. We will monitor this at our next inspection.

How good is our leadership?

5 - Very Good

We found significant strengths in the leadership of the service and how these supported positive outcomes for people. We evaluated the performance of the service under this key question as very good.

The environment was clean and welcoming. People told us they liked their bedrooms. The housekeeping team had cleaning schedules that covered the whole home. A relative told us, 'absolutely no problems, always clean'. The maintenance team carried out weekly and monthly checks with support from external companies. These measures ensured people experienced a safe environment.

The manager and staff looked at how to best engage with relatives for feedback. They provided newsletters and had relative's meetings and had recently begun to have more social events in the form of cheese and wine evenings.

The manager undertook a wide range of audits in relation to quality assurance. The manager and the team worked together to undertake improvement work that had been identified during the audit process. Daily meetings with staff from all departments took place.

Staff were supported through a robust recruitment process. There was regular supervision and appraisal for the staff team as well as evidence of staff having completed regular training. A staff member told us 'management are very supportive.' Regular team meetings also took place. These measures ensured staff were having their performance monitored and able to contribute to their own personal development.

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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	4 - Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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