

## Lillyburn Care Home Service

Birdston Road  
Milton of Campsie  
Glasgow  
G66 8BY

Telephone: 0141 776 3366

Type of inspection: Unannounced  
Inspection completed on: 4 November 2016

**Service provided by:**  
Pacific Care Limited

**Service provider number:**  
SP2003002346

**Care service number:**  
CS2003010431

## About the service

Lillyburn Care Home is managed by Pacific Care Limited. The service is located in Milton of Campsie and provides care and support for up to 56 people within a purpose-built environment. The service has registered nursing staff on duty over a 24 hour period.

There are four units within Lillyburn's main building, with each unit accommodating up to 10 older people, with 40 residents in total.

A separate unit, Kintyre, is situated across from the main building and has been designed to cater for the care and support needs of up to 16 older people with dementia.

## What people told us

During the inspection we spoke with ten residents and three relatives and generally they made positive comments about the quality of care they received at the home and the helpfulness of staff. Comments included;

"Quality of staff good enough, just could do with more staff on the floor.  
Not enough attention paid to all other residents when faced with challenging resident. Some residents not adequate for the unit"

"The food is not up to scratch"

One relative made comments about residents clothing going missing despite being named and labelled.

"Overall the quality and choice of food is good, however it is not always suitable for someone requiring a soft diet. The alternatives provided(e.g. sandwich) do not provide a filling meal. I understand that it is difficult when catering for a large number of people but feel that special dietary requirements should be catered for"

"The staff are remarkably patient and give the impression of being cheerful"

"Staff always call me if my relative receives any medical treatment and I have recently attended a review. The food is pretty good and there are no issues with the laundry. I think there is not enough staff, they are always busy"

"The home is fine and I like the layout of the rooms. I have never had any issues with the quality of care and staff take action if I mention anything to them. There is lots of money being spent on the communal areas and we were given a colour book for redecoration of the bedrooms and lounges. I have seen my relatives care plan and attended a review. The food is good and staff give and offer a choice of meals and snacks"

"Any issue I have are quickly acted on and followed up"

"I always feel safe in the home, I don't want to go out and I am quite happy doing activities in the home with the carers"

## Self assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade our services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self assessment process.

## From this inspection we graded this service as:

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

## What the service does well

Lillyburn Care Home continues to perform to a very good standard and in some areas an excellent standard. Staff and management work hard to promote good outcomes for people who use the service and relatives.

Feedback from people who use the service and relatives was mostly positive and the service continuously looks at ways to promote participation from people who use the service and other stakeholders to assess the quality of the service and seek ideas to improve it.

Family members told us that the staff and management respond quickly and effectively when any issues arise and find the service very flexible in the way the service is provided.

Staff were observed to have a good rapport with residents and carried out their tasks in a positive and friendly manner.

Residents are able to participate in a range of varied activities including Cognitive Stimulative Therapy, Play lists for Life and the use of therapeutic dementia dolls. The service works in partnership with local schools and nursery to take part in activities within the home and in the community.

The service continues to develop the content and systems of care planning. At the time of the inspection the care plans were being reconfigured to make them more person centred and accessible.

The lounges and kitchen areas of the main building had been refurbished and redecorated to a high standard and greatly enhanced the quality of the environment. Work had begun to refurbish residents bedrooms and colour charts had been given to residents and relatives to choose colours and fabrics for their room.

Staff training and development continued to offer staff a range of training opportunities to develop their professional practice including Promoting Excellence in caring for people with dementia and vocational and management qualifications. All staff spoken to were aware of their responsibilities with regard to adult protection.

The management and staff has worked hard to make improvements to the quality of the service and further develop systems to improve audits and quality assure the service. In acknowledgement of their efforts we have regarded the quality theme Management and Leadership to an excellent.

## What the service could do better

Staff were receiving formal supervision three times a year and minutes of supervision contained self assessment records that staff completed prior to a supervision meeting. We found that generally the supervision minutes were brief and could be further developed to include more focused areas of professional development and service development.

We found that the service could further develop the risk assessments around restraint issues and signposted the management to the managing falls and fractures best practice guidance. Some of the language used in care plans focused on disablement rather on enabling residents to maintain their skills and independence. The manager told us that she was aware of this and was looking to further develop the person centred care planning.

## 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	
13 Aug 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Jul 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Dec 2013	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
14 Aug 2013	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	2 - Weak
		Management and leadership	4 - Good
12 Nov 2012	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
17 Aug 2012	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	4 - Good

Date	Type	Gradings	
8 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
30 Sep 2011	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
10 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
17 Aug 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
28 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
31 Aug 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Jan 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Aug 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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