

## Birdston Care Home Service

Birdston Road  
Milton of Campsie  
Glasgow  
G66 8BY

Telephone: 0141 776 3355

Type of inspection: Unannounced  
Inspection completed on: 27 July 2016

**Service provided by:**  
Pacific Care Limited

**Service provider number:**  
SP2003002346

**Care service number:**  
CS2003010430

## About the service

Birdston Care Home is located in Kirkintilloch area of East Dunbartonshire. It is an NHS Continuing Care Facility, which operates as a partnership agreement between NHSGGC and Pacific Care. The partnership has proven to be a long standing success for both residents and their families.

The aim of the service, in line with the Conditions of Registration:

"To provide a care service to a maximum of 63 adults, age 30 years of above, with mental health problems, including organic mental health disease and presenting with challenging behaviour. "

Birdston Care home can accommodate 63 residents in single ensuite bedrooms. The service is in a rural area, with other care home services within the local area.

Birdston Care Home is a specialist nursing home, within a purpose built unit. Residents have access to garden areas. The service provides care to older people including residents with a variety of mental health illness and many types of dementia.

The overall aim of the service is to provide care and support for residents within a safe environment.

The Care Inspectorate is currently awaiting clarification on its role and remit in relation to inspection of services which are considered to be NHS continuing care facilities. Until clarification has been obtained, the service will be inspected and regulated by the Care Inspectorate in line with its registration as a care home.

## What people told us

We spoke with ten residents and met with three family members/carers during the inspection visit.

We found that the NHS service continues to work in partnership with the Care Inspectorate to promote a safe and supportive environment.

At the time of the inspection we noted that 13 residents & carers met with the inspector from a total of 63 residents.

We spoke with residents and carers who were happy with the care service and found that residents and their carers/friends felt that they could take forward concerns.

The service has developed a cafe area where residents, their carers/friends could use, if they wish to do so.

We found that the service should continue to offer a range of activities appropriate to the support needs of residents.

## Self assessment

The service submitted its self assessment which provided some detail in relation to this care home as well as plans for the future NHS and partnership.

## 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>	5 - Very Good
<b>Quality of management and leadership</b>	5 - Very Good

## Quality of care and support

### Findings from the inspection

We wrote this report following an unannounced inspection which took place over a one day period.

We observed staff interaction with residents, their carers/friends and found that this was supportive, with residents, carers/friends and staff members interacting, we looked at:

- Observation of the environment
- Birdston Nursing home and Pacific Care Newsletter January 2016
- Care plan information for residents.

We sent Care Standards Questionnaires to the care home, with two completed questionnaires returned to the Care Inspectorate. Comments from questionnaires included:

"You may find it strange that I am this satisfied with my husband's care. I have very high standards myself and didn't want to have him go into care."

"I am delighted that his challenges are being met by a highly professional team who are sympathetic, incredibly hard working, good humoured and above all caring."

"A mature experienced staff who know that they are doing and who work seamlessly as a team."

"No one wants to go into care but the care here is the best it can be. Staff are great."

"A fantastic cleaning team working behind the scenes ensuring cleanliness in rooms and corridors."

"The food and the kitchen staff are just fantastic."

"My final word, we have the most fantastic hard working nursing/caring staff."

"I have peace of mind knowing how well cared for my husband is. All our family would be in agreement with this. As at times it is a meeting place for our family."

"We are very happy with the care and everyone has been so helpful."

"I also love the cafe, Susan, Elaine and Aiden make it special."

We found that the service provides a very good standard of care and support.

We spoke with members of the staff team as well as residents, their carers/friends and found that staff members supported residents in relation to the care and support provided. Residents were at ease in the company of staff and enjoyed chatting with staff as well as other residents., their carers/friends.

We observed the mealttime experience for residents and found that residents felt supported, with menu choices which residents could select, if they wished to do so.

We found that the service had recently promoted cafe sessions two days per week, which residents, their carers/friends clearly enjoyed.

We looked at care plan information and found that staff members were aware of the support needs of residents. Residents were given choices in relation to menu planning and activities.

## 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 service provides a very good standard of care and support.

We found that the service had promoted a suitable environment which supported residents to give their views and preferences.

The care home was clean and tidy with no offensive odours present during the inspection visit. We found that the service had a variety of sitting areas as well as enclosed outdoor space which residents, their carers/friends could use if they wished to do so.

The residents were at ease in the company of staff.

We found that residents had choices in relation to activities. This included therapets, games and newspapers.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of staffing

### Findings from the inspection

We found that the service provides a very good standard of care and support.

We spoke with staff members in relation to staff training and support. Staff members confirmed that there was ongoing training in place, which staff could attend if they wished to do so.

Staff members were present in sitting and dining areas to support residents needs and preferences.

We found that staff members promoted the use of the environment. This included a variety of sitting areas which residents could enjoy, if they wished to do so.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of management and leadership

### Findings from the inspection

We found that the service provides a very good standard of care and support.

This facility is owned by Pacific Care Limited who employ a manager for the home, as well as providing hospitality services such as catering and cleaning. Pacific Care Limited are also responsible for maintaining the home and grounds.

Residents are NHS patients who are referred to Birdston Nursing Home by the Consultant Psychiatrist responsible for their clinical care. Nursing and care staff, pharmacy, policies and procedures, training and some aspects of documentation, such as accident/incident reporting and care planning are provided by the NHS Trust.

## 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

There are no outstanding requirements.

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

## Previous recommendations

There are no outstanding recommendations.

## 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
5 Aug 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
26 Feb 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
24 Sep 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
3 Mar 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
10 Dec 2013	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
22 Feb 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
17 Jul 2012	Unannounced	Care and support 5 - Very good Environment Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	5 - Very good Not assessed
1 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
7 Jan 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
10 Sep 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
22 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 4 - Good
31 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
16 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
17 Nov 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good



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