

Lillyburn Care Home Service

Birdston Road
Milton of Campsie
Glasgow
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Telephone: 0141 776 3366

Type of inspection: Unannounced
Inspection completed on: 15 November 2017

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.

The grounds provide landscaped gardens that are easily accessible to people.

There were 54 people living in the home during the inspection.

What people told us

Prior to the inspection we issued 20 Care Inspectorate questionnaires to people using the service and 20 to carers or relatives of people using the service.

We received three completed Care Inspectorate questionnaires from people using the service and five from relatives or carers. All of the people who responded agreed or strongly agreed that they were happy with the service overall.

One issue was raised by a relative regarding general appearance of the interior of Kintyre unit. When we discussed this with management during the inspection, it was addressed immediately and they welcomed the opportunity to respond to feedback about the service to continuously improve.

There was an inspection volunteer involved in the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer's role is to speak with people using the service being inspected and gather their views.

The inspection volunteer talked with residents and their relatives. Their comments included:

"The staff are great, I like to sit and chat to the staff".

"I like it here, I like to walk in the garden with staff".

"Staff are patient, gentle kind and respectful".

"The refurbishment has made a difference".

"My relative is given full support for her/his needs".

"The home is very caring and respectful".

"The continuity of staff really helps to keep the environment stable and they can tell when things change".

"Physical needs are well catered for as well as dementia needs".

"The care home is very well run and the manager is very visible".

"All staff and managers are approachable, any wee issues get ironed out hand in hand".

"If I had any issues I would chap the managers door and be welcomed".

"Everyone is like family".

Self assessment

This year, 2017-18 the Care Inspectorate did not ask for a self-assessment from services.

From this inspection we graded this service as:

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

What the service does well

An excellent approach was used to support people, including those with advanced dementia or memory impairment. Staff used a person centred approach to fully understand the needs of people which meant support plans were detailed, relevant and specific to people's needs. Effective use of life stories and Playlist for Life was especially well utilised to support people with memory impairment. This led to reductions in the use of medication for people with distressed reactions.

A whole staff approach to supporting people meant they were surrounded by a team who all contributed to respectful compassionate care. For example, chef and the kitchen team actively supported people's nutritional needs through their presence at every mealtimes. This contributed to a very positive mealtimes experience. One relative said "All members of staff are lovely caring individuals".

Prompt responses to changes in health and wellbeing needs led to people receiving competent and dignified care. Outcomes for people were enhanced through effective working relationships with other professionals. The pro-active approach to collaborative working with other agencies meant staff gained knowledge and remained at the forefront of current best practice. This meant that staff ensured care was safe and had a positive impact on people's health and wellbeing. Families told us they had confidence in the staff team and could rely on them to take appropriate action if someone's needs changed. "I am always kept informed if things change".

The level of training for all staff led to them being skilled and knowledgeable. The management team encouraged staff to play an active part in taking good practice forward. For example staff trained as walk leaders to accompany residents with a local walking group. This helped people's physical activity levels and provided community involvement for people. Staff told us they felt valued and we saw that they were motivated to perform their role efficiently and with compassion. " It's refreshing to work for a company that has a genuine interest in the welfare of their staff".

Staff had a clear overview of legislative requirements including Powers of Attorney and individual risk assessments which ensured the rights of vulnerable people were being respected.

Care provided had a positive impact on people's health and wellbeing. A relative told us " The staff are wonderful".

What the service could do better

With a new manager the service had achieved success in promoting positives outcomes for people. The service should continue to develop staff support mechanisms through the supervision process. Inclusion of reflective practice would enhance the focus on continuous learning from practice situations.

The service should continue to develop their existing very good practice when recruiting new staff. The manager has been working on further enhancing the interview process and we look forward to reviewing that at the next 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.

Inspection and grading history

Date	Type	Gradings
4 Nov 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
13 Aug 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

Date	Type	Gradings	
13 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good 5 - Very good
17 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
13 Dec 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
14 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 2 - Weak 4 - Good
12 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 4 - Good
17 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good Not assessed 4 - Good
8 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
30 Sep 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good

Date	Type	Gradings	
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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