

# Birdston Care Home Service

Birdston Road  
Milton of Campsie  
Glasgow  
G66 8BY

Telephone: 0141 776 3355

**Type of inspection:**

Unannounced

**Completed on:**

25 July 2018

**Service provided by:**

Pacific Care Limited

**Service provider number:**

SP2003002346

**Service no:**

CS2003010430

## About the service

Birdston Care Home is located in Milton of Campsie, East Dunbartonshire. The service has an NHS care facility (Birdston South) which operates as a partnership agreement between NHS Greater Glasgow and Clyde and Pacific Care. The partnership agreement includes a phased relocation of the NHS beds. Birdston South is registered to provide care to a maximum of 36 adults aged 30 or above with mental health problems, including organic mental health disease. Plans to relocate all residents of Birdston South to NHS beds in 2019 are underway.

There were 18 people living in Birdston south during the inspection.

Birdston North provides care to a maximum of 24 older people with impairment/dementia including respite to older people. There were three people living in Birdston North during the inspection. A planned phased approach to admitting new people to Birdston north was in progress. To support the increasing number of people living in the service, a planned phased approach to recruitment of a new staff team was underway. The first wave of staff was in place and the second wave of staff was recruited and ready to commence work as more people moved into the home to live.

The Pacific Care charter states 'Through genuine care and compassion we strive to deliver an evolving and progressive approach to care'.

## What people told us

Prior to the inspection we issued 18 Care Inspectorate questionnaires to people using the service. We did not receive any completed questionnaires from people using the service.

We spoke to several people using the service on a one to one basis and in small groups. We also spoke to visitors during the inspection.

People told us that they were very happy with the care and the staff.

Some of the comments were received included:

'My room and garden is home from home'.

'The staff have done everything to make me feel at home'.

'I enjoyed watching a box set on Netflix'.

'Everyone is made to feel welcome'.

'It's a beautiful environment'.

'The birds have been using the gardens well, I love to watch that'.

'Food is delicious'.

'There's lots to do'.

## Self assessment

This year, 2018 -19 the Care Inspectorate did not ask for a self assessment from services.

## From this inspection we graded this service as:

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

## What the service does well

The home was fresh and bright and people were made to feel welcome. Families could make themselves refreshments which made them feel at home. The redeveloped environment made the most of natural light with direct access to personal patios and beautiful communal gardens. One person told us 'I love my garden with all my pots and seats for my family'.

The gardens were planted with a varied selection of flowers and plants to attract insects and birds. People told us they really enjoyed being able to look at the gardens which were colourful and calming with water features.

A visitor said 'It's great to see well - tended gardens that people can use'.

Support planning incorporated people's life stories and future wishes which helped respect their needs and preferences. Staff had very good knowledge of legislative requirements and individual risk assessments which ensured the rights of vulnerable people were respected. These things helped keep people safe.

Mealtimes created a positive experience for people who had opportunities to request meals and contribute to menu planning. Food and food service was of a very high standard which supported people's physical wellbeing while creating social occasions.

The emphasis on people's personal likes and preferences meant support was individualised. This was important to maintain dignity and respect. People were offered opportunities to continue with social and recreational activities that suited them including engagement with the wider community. Well established working relationships with health and social care professionals and other agencies showed that staff were responsive to people's changing wellbeing needs. Partnership working meant people could benefit from specialist support when necessary.

Staff were safely recruited and had undergone an induction programme which they told us 'really helped understand that everybody should work as a team and do their best for residents'. Training and development was well organised and up to date. Registration with the appropriate professional bodies including the Nursing and Midwifery Council (NMC) and Scottish Social Services Council (SSSC) were in place. These things contributed to care and support being safe, effective and compassionate.

One person living in the home told us 'The staff are wonderful'.

## What the service could do better

Following major redesign of the service, Birdston North was operating with fewer people than it had capacity to hold. The service provider should follow their planned approach to increasing the number of people living in the home incrementally. Workforce planning should evolve in line with the service development plan. We had confidence in the service provider taking this forward.

## 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
18 Jul 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
27 Jul 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
5 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	
26 Feb 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
24 Sep 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
3 Mar 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
10 Dec 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
22 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 5 - Very good
17 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 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

Date	Type	Gradings								
10 Sep 2010	Announced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	5 - Very good
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