

Birdston Care Home Service

Birdston Road
Milton of Campsie
Glasgow
G66 8BY

Telephone: 0141 776 3355

Type of inspection:

Unannounced

Completed on:

24 April 2019

Service provided by:

Pacific Care Limited

Service provider number:

SP2003002346

Service no:

CS2003010430

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Birdston Care Home is located in Milton of Campsie in East Dunbartonshire, the provider is Pacific Care. Birdston North provides care to 24 frail elderly people including people with dementia. Two of the rooms are reserved for people who require a respite service. Birdston North was refurbished to a high specification last year and provides a comfortable and well equipped home for the people who live there.

Birdston South, a partnership between Pacific Care and NHS Greater Glasgow and Clyde operates as an NHS care facility from the site. This service provides support to people with functional mental illness. This part of the service will relocate to a ward within Stobhill Hospital later this year. Pacific Care intends to develop Birdston South to increase the capacity of the home.

Birdston North employ nurses, senior care workers, care workers and activity staff. The NHS provides nursing staff, care assistants and an occupational therapy technician to support people living in Birdston South. Ancillary staff work across both parts of the service.

At the time of this inspection Birdston North was operating at full capacity and there were 13 people living in Birdston South.

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

During this inspection we spoke with and spent time in the company of people living in both parts of the service. We met with seven visiting relatives. We sent questionnaires in advance of this inspection and took account of people's comments within the seven that were returned to us.

During this visit we observed how well staff engaged with people living at the service. We carried out a SOFI 2 observation in each part of the service to assess the experience of people who may be less able to express their views.

Overall, residents and their relatives expressed high levels of satisfaction with the service provided and comments included:

"Fantastic care, just need staff to get familiar with my medical needs which is on going."

"All staff are amazing and friendly and helpful."

"As a family we have complete peace of mind that our mum is well cared for and looked after at all times."

"They are confident and make me feel secure, well trained."

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

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| How well do we support people's wellbeing? | 5 - Very Good |
| How good is our leadership? | not assessed |
| How good is our staffing? | not assessed |
| How good is our setting? | not assessed |
| How well is our care and support planned? | 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?

5 - Very Good

People experienced compassionate care and support in an environment that helped enhance their health and wellbeing. Residents and their relatives indicated the positive benefits of the support provided and people said that they liked living in Birdston. "My quality of life here is better than it was when I was living at home" was a comment made by one resident.

Staff were responsive to people's health needs and worked effectively with partners in health to improve health outcomes. Care staff worked with catering staff to ensure that people's nutritional needs were effectively met.

The training that staff received helped them to understanding and respond well to the needs of people living with dementia and those who experience stress and distress reactions.

Staff helped to create a positive and ambient dining experience. People could choose to eat their meal where they wished and their food likes and dislikes were known, this helped to enhance the experience.

Relatives expressed confidence in the provider and commented that they felt welcomed, reassured, included and well informed. The involvement of residents and their relatives was evident within the paperwork we sampled. Working in partnership with residents and relatives helped staff understand the particular needs and wishes of the individuals they were supporting.

We observed that staff supported people respectfully and at their own pace. People experienced support with personal care that was discreet. These approaches helped promote a calm and relaxed atmosphere within the home.

The manager encouraged staff to take opportunities to engage with residents throughout the day and not just during times of support with care. We observed staff at all levels interacting with residents. Staff we spoke with recognised that meeting people's social and emotional needs was as important as the practical support they received.

Structured and ad hoc activities provided mental stimulation and physical activity for people who had difficulty meeting these needs on their own. We observed people enjoying taking part in activities and staff recorded their participation. Identifying what people liked most helped with future activity planning.

People enjoyed unrestricted access to a number of communal and private areas within the home and accessible gardens provided pleasant outdoor spaces. "The service is lovely and beautifully decorated and I feel as if I am in a very comfortable place, more like home" is how one resident described the service.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

People living at the service could be confident that staff knew how to support them because their individual needs, wishes and preferences were sought and recorded within their support plans.

We saw comprehensive information about people gathered from a number of sources to help to tailor the practical and emotional support to each person. On-going assessment and the regular review of individuals with input from their relatives ensured that information was current. This meant the care provided continued to meet people's needs.

People's preferred routines were detailed within their support plan and this helped staff provide person centred support. Support plans that we sampled reflected people's interests and the things that were important to them and provided a good account of each individual.

People could be confident that staff were robustly recruited. Staffing levels and skill mix reflected people's needs. To help improve outcomes for people staff were supported to develop their skill and knowledge.

Some staff took on additional responsibilities supporting new team members develop within their role. This helped instil the provider's ethos and values.

Accident and incident records, complaints, audits and feedback from stakeholders were all used to drive improvements at the service.

Adult protection concerns were escalated appropriately and where there were issues with capacity appropriate legal arrangements were in place. This ensured that the provider protected people from harm and promoted their rights.

Where people were subject to restrictions to freedom, this was discussed with legal representatives and regularly reviewed.

Where people experienced stress and distress reactions, information within care plans helped staff identify potential contributing factors and the interventions to help support people during these times.

Staff in senior positions in each unit demonstrated effective leadership and a very good knowledge and understanding of the needs of people receiving support.

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

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|--|---------------|
| How well do we support people's wellbeing? | 5 - Very Good |
| 1.1 People experience compassion, dignity and respect | 5 - Very Good |
| 1.2 People get the most out of life | 5 - Very Good |
| 1.3 People's health benefits from their care and support | 5 - Very Good |
| 1.4 People are getting the right service for them | 5 - Very Good |
| How well is our care and support planned? | 5 - Very Good |
| 5.1 Assessment and care planning reflects people's planning needs and wishes | 5 - Very Good |

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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