

Carberry House Care Home Care Home Service

Carberry House
Carberry Estate
Musselburgh
EH21 8PY

Telephone: 0131 665 2882

Type of inspection: Unannounced
Inspection completed on: 9 February 2017

Service provided by:
Carberry House Care Home, a
partnership

Service provider number:
SP2003002609

Care service number:
CS2003011120

About the service we inspected

This service has been registered since 1 April 2002.

Carberry House Care Home is a privately owned care home registered to provide a care service to a maximum of 27 older people.

The accommodation for residents is provided on two floors. Access to the first floor is via a lift or by stairs. On the ground floor there is a dining room, a large lounge and a smaller lounge. there are bathing and toilet facilities on both floors however only the ground floor bathroom is suitable for residents requiring assistance to get into a bath.

There are 21 single rooms and three double rooms and also 15 of the single rooms have ensuite facilities.

The home is set in private grounds in a rural setting. The gardens are easily accessible and there are areas where residents can walk or sit.

The service provider is Carberry House Care Home, a partnership.

The service describe themselves as a residential home with their aim as to "offer individual residents the highest possible quality of life"

How we inspected the service

We wrote this report following an unannounced visit undertaken on 9 February 2017.

The inspection focused on following up the two requirements and five recommendations identified at the last inspection. Therefore this report should be read together with the report dated 9 August 2016.

We undertook a tour of the care home and auxiliary buildings and reviewed pertinent documentation.

We met and spoke with the manager and deputy manager of the service.

We also considered the information in the action plan devised by the service to address the outstanding requirements and recommendations.

Taking the views of people using the service into account

This follow up inspection was in relation to operational procedures and polices and environmental improvements. One of the environmental improvements related to one resident. We spoke with the resident who told us they were happy with the improvement changes made.

Taking carers' views into account

This follow up inspection was in relation to operational procedures and polices and specific environmental improvements therefore we did not seek the views of relatives.

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

Previous requirements

Requirement 1

The provider must make proper provision for the health, welfare and safety of service users. In order to do so, the provider must

- Review and amend the adult support and protection policy and procedure to reach the standard expected by East Lothian Council
- Revise references to the former Care Commission to the Care Inspectorate
- Provide appropriate adult protection training to all staff including domestic staff, maintenance man and the cook.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care services) 2011 (SSI 2011/210) Regulation 4(1) (a) Welfare of users - a provider must make proper provision for the health, welfare and safety of service users.

Timescale for implementation: within 16 weeks from receipt of this report.

This requirement was made on 5 September 2016.

Action taken on previous requirement

- The adult support and protection policy and procedure had been re drafted and now met the standard expected by East Lothian Council and the Care Inspectorate.
- References to the former Care Commission had been removed and replaced with reference to the Care Inspectorate.
- The new policy and procedures had been read by all staff working in the care home.
- Adult protection training had been delivered to all staff working in the care home.

Met - within timescales

Requirement 2

The provider must make proper provision for the health, welfare and safety of service users. In order to do so, the provider must ensure appropriate infection control measures are in place.

Improvements to include:-

- Providing a dedicated domestic services room
- Cease using the laundry room for the care staff's rest room
- Ensuring dirty laundry does not pass clean laundry to prevent cross contamination
- Ensure effective infection control training is provided to all staff to a level whereby the service is satisfied staff have a good understanding of the topic
- Keep appropriate training records to evidence when staff have undertaken infection control training.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care services) 2011 (SSI 2011/210) Regulation 4(1) (a) Welfare of users - a provider must make proper provision for the health, welfare and safety of service users.

Timescale for structural elements implementation: by 8th February 2017.
All other elements timescale: within 16 weeks from receipt of this report.

This requirement was made on 5 September 2016.

Action taken on previous requirement

- A new facility for the staff's rest room had been created.
- The laundry room had been redesigned so that dirty laundry no longer passed clean laundry.
- The majority of all staff had undertaken appropriate infection control training with the remaining staff being booked in to undertake the training
- A dedicated domestic services room had been created. The room was in it's final stages of build and will be ready to be operational within the next week.

Met - within timescales

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

Previous recommendations

Recommendation 1

The provider should ensure consistent ways of supporting individual residents are in place for times when they are distressed. This to include identifying possible triggers to avoid the distress. Identified ways of working should be recorded in the care plan for care staff to refer to.

National Care Standards: Care homes for older people - Standard 14: Keeping well - healthcare.

This recommendation was made on 5 September 2016.

Action taken on previous recommendation

Cluster meetings had been designed to facilitate discussions amongst staff when residents were distressed. We saw records of the cluster meetings which showed possible triggers as to the distress were discussed. Ways of working to try to avoid the resident becoming distressed and how to support the resident when they were distressed were agreed. These were recorded in the person's care plan.

Additionally some care staff had undertaken challenging behaviour training. The plan was for all care staff to complete this training.

This recommendation had been: **Met**

Recommendation 2

The provider should ensure accurate records are kept of financial transactions involving resident's spending money. Audits should be undertaken to check the records. The finances policy and procedures should be reviewed and revised to reflect the improvements.

National Care Standards: Care homes for older people - Standard 5: Management and staffing arrangements.

This recommendation was made on 5 September 2016.

Action taken on previous recommendation

- Financial transaction records were now being audited.
- At the inspection we discussed improvements as to how the ledgers could be laid out to aid the calculation process.
- The finances policy and procedures still needed to be reviewed and revised to reflect the improvements.

We have repeated this recommendation.

This recommendation was: **Not Met**

Recommendation 3

The provider should ensure that copies of certificates are obtained to evidence where relatives and representatives hold third party legal powers.

National Care Standards: Care homes for older people - Standard 5: Management and staffing arrangements.

This recommendation was made on 5 September 2016.

Action taken on previous recommendation

Copies of certificates had been obtained to evidence where relatives and representatives held third party legal powers. There was also an easy reference document accessible for care staff to refer to.

This recommendation had been: **Met**

Recommendation 4

The provider should make improvements to the environment to take it more suitable for people living with dementia.

National Care Standards: Care homes for older people - Standard 4: Your environment.

The recommendation takes into account results from The Kings Fund Environmental assessment Tool.

This recommendation was made on 5 September 2016.

Action taken on previous recommendation

A number of changes had been made including:-

- Seating arrangements in the big lounge to encourage conversation
- Removal of a large wall mirror to prevent disorientation
- Personalised information on each resident's bedroom doors to help them identify their room
- Pictures on the walls including pictures created by residents

There were plans for additional improvements to be made. The provider evidenced a commitment and enthusiasm to continue making environment changes to take it more suitable for people living with dementia.

We therefore consider this recommendation to be met and will follow up on the improvement programme at the next inspection.

This recommendation had been: **Met**

Recommendation 5

The provider should ensure the staff notice board displayed in the resident's dining room is relocated to a none resident room to be respectful to the resident's home environment.

National Care Standards: Care homes for older people - Standard 4: Your environment

This recommendation was made on 5 September 2016.

Action taken on previous recommendation

The staff notice board had been relocated to a none resident room.

This recommendation had been: **Met**

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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
9 Aug 2016	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership Not assessed
17 Sep 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	
19 Sep 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
27 Sep 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good
23 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 4 - Good
11 Sep 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 4 - Good
13 Sep 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate Not assessed 3 - Adequate
10 May 2011	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 4 - Good Not assessed
16 Mar 2011	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate Not assessed Not assessed
15 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak Not assessed Not assessed

Date	Type	Gradings
3 Jun 2010	Announced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
3 Mar 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
20 May 2009	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
3 Apr 2009	Re-grade	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
30 Oct 2008	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good
2 May 2008	Announced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate

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