

Carberry House Care Home Care Home Service

Carberry House
Carberry Estate
Musselburgh
EH21 8PY

Telephone: 01316 652 882

Type of inspection:
Unannounced

Completed on:
16 February 2024

Service provided by:
Carberry House Care Home, a
partnership

Service provider number:
SP2003002609

Service no:
CS2003011120

About the service

Carberry House Care Home, is privately owned and can provide care for up to 27 older people. During the inspection, nineteen people were living in the home.

The home is located within Carberry Estate and has a secure, accessible garden with views to rural surroundings. The home offers accommodation over two floors, a lift and stairs provide access to the first floor. The ground floor has two lounges and dining room. Bedrooms, toilet and bathing facilities are over both floors. The kitchen is in the main house and the laundry sits in a building to the side. There are 21 bedrooms, of which, 18 are single rooms and three are double. Fifteen of the bedrooms had en-suite toilet and wash hand basin.

About the inspection

This was an unannounced inspection which took place on 12 and 13 February 2024. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. We also received completed questionnaires from professionals, family members and staff.

In making our evaluations of the service we:

- Spoke with 10 people using the service and five of their family members
- Spoke with 13 staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with five involved professionals

Key messages

- People were supported by a staff team they knew well.
- People's health and wellbeing was well supported.
- People enjoyed activities and local community connections.

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

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	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

The home demonstrated major strengths in supporting outcomes for people with few areas for improvement. The home evaluated as very good.

The home had a welcoming and 'homely feel'. People who lived in the home were supported by a staff team they knew well. We observed kind and caring interactions between people and staff. People told us staff were 'kind and caring', 'staff are getting to know me'. A family member said 'staff are kind caring and attentive, relative well looked after.' People had their own rooms which were personalised, some having larger pieces of their own furniture in the lounge area.

People had a personal plan that contained information to support them relating to their health, wellbeing and preferences. The plans included people's life stories as well. Risk assessments were in place for those that required them and were reviewed at regular intervals. The plans were reviewed monthly. Six month reviews took place with people and family members involved. As a result people had plans in place that were right for them.

The home was supported by a range of health professionals. Involved professionals told us the home referred and responded appropriately and recognised any deterioration in people's health. One family told us they were kept advised about their relative when there was a change in their health needs. The home was responsive to people's needs. This meant people were supported to maintain positive health and wellbeing, which included external professional involvement when required.

Safe medication systems were in place for people regarding administration, storage and recording. Internal and external audits, staff training and competency checks were completed. These approaches showed people were supported with medication to keep well from a trained team.

People could choose where they wished to eat their meals. We observed most came together, with no sense of rush. Alternatives were available. Throughout the day people had access to fresh water and juice, warm drinks and fresh fruit and cakes with afternoon tea. The chef also offered theme events that included Chinese Buffet, Burns Supper and Valentines afternoon tea. People had a positive mealtime experience which they shared.

The home had an activity co-ordinator who supported people with a range of activities they enjoyed. Staff, when able, supported people with activities also. Weekly activities included exercise as well as trips to a local tea dance. Regular entertainers, therapy pet visits, barge trips also formed part of the programme. Community connections with the school were in place and the home had made new connections with the church. People enjoyed access to the secured garden as they wished. The home shared with families the activities people were involved in, via an online app. Families told us, 'its invaluable we live further away, can see what our relative has been doing' other family members said 'app is good (the home) post information regularly'. People also provided feedback on what they wanted to do more of, this included, playing dominoes and more trips to the pub. People also commented they enjoyed 'the red bus trip' too. This meant people shaped the activities they liked and that were meaningful to them.

The environment of the home was clean, free from unpleasant odours and 'homely'. Systems were in place for cleaning as well as infection and prevention control measures to promote people's safety and wellbeing. Staff had access to personal protective equipment (PPE) throughout the home to support people's personal care. A maintenance schedule was in place for equipment. The home had a maintenance person to assist with day to day upkeep, weekly, monthly and annual checks. These measures meant people experienced a safe and looked after environment that helped them stay well with the risk of infection minimised.

How good is our leadership?

5 - Very Good

We evaluated the performance of the home as very good, major strengths supported positive outcomes for people.

The home undertook a range of quality assurance audits. A development plan focussed on the environment and planned improvements. These processes could be strengthened by including the quality assurance work being completed in the homes development plan. Policies were in place, staff had access to these to support induction and learning. A complaints process was in place and accidents and incidents were recorded. The manager and deputy had responsibility and oversight of the quality assurance activity for the home. This meant people benefitted from a culture of improvement with quality assurance processes in place.

The home sought regular feedback from people, families, staff and professionals in the form of questionnaires. Regular reviews also took place of people's personal plans. These approaches showed people were included and able to provide feedback on their care and support experiences.

Safer recruitment processes were in place and included staff induction. Staff training varied and included e-learning and face to face sessions, the manager had a training matrix in place to monitor completion of training. The manager had also planned monthly events for staff learning and development. Staff meetings were held regularly. Supervisions, appraisal and observations of practice were in place. This meant people could be confident the care and support they received were from a staff team that were well recruited, trained and supervised.

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

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 and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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Compass House
11 Riverside Drive
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