

Gowanlea Care Home Service

4 New Road
Bannockburn
Stirling
FK7 8LW

Telephone: 01786 811460

Type of inspection: Unannounced
Inspection completed on: 2 November 2016

Service provided by:
Gowanlea

Service provider number:
SP2003002698

Care service number:
CS2003011516

About the service

Christadelphian Care Homes is a voluntary, non-profit organisation. Gowanlea Care Home is the organisation's only care home in Scotland, with another nine homes located in England. The home is situated in Bannockburn just outside Stirling and is close to local services, such as shops and the bus service.

The service has 11 bedrooms, one of which is a double room, and is registered for 12 residents. At present all rooms are of single occupancy. There is a warm, homely communal lounge and dining area. All food is prepared in the home. Personal laundry is also done on the premises.

The aims and objectives of the service as stated by the service provider: "... to provide safe, warm, comfortable accommodation that will enable residents to maintain a high standard of dignity and quality of life in friendly surroundings, while having the company of those who share their faith, hopes and values."

What people told us

We spoke with four residents throughout our inspection. We received back five Care Standard Questionnaires (CSQs) out of 10 we asked the home to randomly distribute to residents and relatives or other representatives. Comments made in person to us, in the CSQs, in residents' review minutes, and thank you cards were used to inform our report and included:

"My mother is entirely happy and contented."

"Care and support of the staff and management could not be better. Regular outings and I come and go as I please."

"Gowanlea has a very friendly atmosphere where staff aim to bring out the best in its residents."

Self assessment

The Care Inspectorate received a fully completed self assessment document from the provider. However, the format in which the self assessment has been submitted is overly long, and complicated to read. Not all of the information contained within it is currently relevant and it should be reviewed and updated before the next inspection cycle in order to reflect what is happening within the home now.

The provider identified what it thought the service did well, some areas for development and any changes it had planned.

From this inspection we graded this service as:

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

What the service does well

Residents completed a 'pen picture' upon moving into Gowanlea setting out how they wished their care to be provided and this information was the starting point for the care plan. We saw a sample of care plans and found these were completed to a very high standard. The focus is on the individuals' expectations, wishes and needs and is written from this perspective rather than that of the service. The six monthly review meetings held to look at whether personal plans continued to meet residents' needs had involved relatives and, where possible, residents themselves. We saw that these had been well planned and managed. A good level of detail had been recorded and the views of residents and/or relatives had been reflected. Residents have the choice to appoint a friend or relative to be involved in their care planning and review meetings if they do not wish to be involved themselves.

We saw the minutes of resident meetings and found that these were held regularly and were well attended. A wide variety of items relating to the life of the home are discussed. We saw evidence that issues that residents raised were further discussed at the meetings of the Welfare Committee and were then expedited.

The service has a Befriender co-ordinator. Following an initial assessment period upon admission to the home each resident is matched with their own befriender. This relationship develops according to the needs and interests of the resident and is intended to enhance the life experience of the resident. The co-ordinator regularly checks in with both the resident and befriender to ensure that the service is meeting people's needs and that the pair are well matched in terms of personality and interests.

The maintenance programme had been very well managed and we found that this had promoted a safe home environment which helped to protect residents from avoidable harm. We saw that there were arrangements in place to address day-to-day repairs and also any issues that came up outwith normal working hours. The management team had an overview of the maintenance programme which helped to make sure the necessary works had been carried out properly and did not become overdue.

The provider had developed health and safety policies and procedures to inform and guide staff practice. This meant that staff had clear guidelines to follow in relation to the maintenance of a safe home environment.

We saw accident and incident recording was carried out appropriately. The Care Inspectorate was notified of these as appropriate. The service has its own internal accident and incident audit system which allows them to examine these entries and report and act on trends or major issues.

The home was well maintained and of a good standard.

We checked the service's health and safety audits and found that the following checks were being done, and recorded:

Daily:

Temperature checks of medication cupboard and medication fridge.

Weekly:

Call care system and resident torches in rotation,

First aid boxes,

Running of the taps for all sinks/showers/baths and the flushing of all toilets for the prevention of legionella,

Moving and Handling Equipment including the Mangar bathing cushion,

COSHH cupboard,

Carbon Monoxide checks.

Monthly and Bi Monthly:

Checks of all fixtures and fittings/environment in all rooms,
Water Temperatures of all hot water outlets,
Shower head sanitization - 2 monthly,
Emergency lighting checks - monthly.

Sanitization of medication cupboard and defrosting of medication fridge.

Monthly Audits are completed by the home Manager of all Health and Safety checks.

Monthly auditing of the environment is also completed by the Trustee as part of the CCH's Quality Assurance system. These checks ensure that the environment is safe and healthy for residents to live in.

We saw during the inspection that any resident wishing attention was attended to promptly.

What the service could do better

Whilst looking at Health and Safety audits we saw that the monthly water temperatures and monthly lighting and extractor fan checks had not been completed for the month of October and this was discussed with the manager at feedback.

The service evidences well the way residents can participate in the life of the service. We did not see evidence that relatives or friends are involved in the day-to-day life of the service and discussed ways in which the service could develop this area, also gather the views of professionals external to the service.

The service takes part in a corporate wide survey of residents across all CCH homes. It may also be of benefit for the service to conduct their own survey in order to provide another opportunity for residents and relatives to influence the running and future direction of the home.

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	
21 Oct 2015	Unannounced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
5 Dec 2014	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
6 Dec 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
16 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Oct 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
2 Jun 2011	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	3 - Adequate
18 Jan 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
9 Sep 2010	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
24 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 4 - Good 4 - Good
11 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
5 Dec 2008	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good
16 Apr 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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