

Burnbrae Care Home Service

Burnbrae Road
Falkirk
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Telephone: 01324 501 850

Type of inspection:
Unannounced

Completed on:
19 July 2023

Service provided by:
Falkirk Council

Service provider number:
SP2004006884

Service no:
CS2003011554

About the service

Burnbrae care home provides care and support for up to 28 older people. The service is provided by Falkirk Council.

The home enjoys a lovely position in a quiet residential area overlooking Dollar Park in Falkirk.

Burnbrae is split into four individual units, each of which has a combined lounge and dining room. A small kitchen area enables snacks and drinks to be provided for people.

Accommodation is provided over two floors and a lift is available, to enable people less mobile, to access facilities on the upper floor. Bedrooms are all single sized and are fitted with wash hand basins. Two of the 28 bedrooms have ensuite toilets. Each unit has a shared toilet, bath and shower facilities.

The home is surrounded by a large outdoor space and has a pleasant courtyard garden which is generally well used by people living in the home and staff.

About the inspection

This was an unannounced which took place on 18 and 19 July 2023. The inspection was carried out by one inspector from the Care Inspectorate. Two inspection volunteers were involved in the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service and their families and gather their views.

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. In making our evaluations of the service we:

- spent time with people using the service and obtained feedback from seven of their families
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- obtained feedback from visiting professionals.

Key messages

- Staff treated people with compassion, dignity and respect
- People living in the care home and their families were very happy with the care and support
- There was a variety of activities for people to take part in
- People's health needs were escalated to other health professionals when needed
- A new manager had very recently taken over and staff were keen to work with them.

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?	4 - Good
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	4 - 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

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff demonstrated the principles of the Health and Social Care Standards in their day-to-day practice, which promoted a culture of respect. This created a warm and nurturing environment for people. One person told us, "staff are good and many have been here a long time", whilst another said, "I feel like the luckiest man being here...best staff...best cleaners....best home in Scotland". A relative told us, "I feel so lucky that my relative is here, I have peace of mind now".

People were enabled to get the most out of life and engage with the local community through bus trips, cycling without age and links with the local nursery. There were two activity co-ordinators who organised and supported a varied activity programme, which people currently referred to as 'day care'. One person told us, "I like going to day care, there's lots to do there", another told us, "I love it when the nursery kids come in". The service had started to look at individual wishes and aspirations for people and had supported some people to achieve these.

We observed plenty of snacks and drinks to be available throughout the day, including to those who preferred to be in their bedrooms. Meals were nicely presented and mealtimes were unhurried with choices for people to choose from and tables nicely set. Everyone we spoke with told us that the meals and home baking were fantastic and spoke about being able to ask for anything. One person said, "The food is excellent", whilst another said, "If you don't like what's on the menu they make you something else".

People benefited from regular access to relevant professionals to support their health and wellbeing. Staff had good links with local health professionals and relatives told us that they felt their loved ones' health needs were always met. One resident told us, "They couldn't do better, I'm really pleased with everything". A relative told us, "Since entering Burnbrae my relative's sense of wellbeing has improved considerably".

How good is our leadership?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

A new manager had very recently started within the service. They were keen and enthusiastic and in the process of finding out what was working well and what improvements may be needed.

We heard that people were finding the manager very approachable and that they welcomed and listened to any ideas or concerns. Everyone spoke very highly of them. There had been several changes already from the manager and staff were very keen to work with the new manager and spoke of the pace of change motivating them.

Whilst systems were in place to audit standards of care within the care home, some aspects had fallen behind due to the inconsistency of the management team. The service was now in a good position to bring these back in line and ensure that leaders at all levels have a robust and clear understanding of their roles and have the support and time to achieve these.

How good is our staff team?**5 - Very Good**

We found significant strengths in aspects of staffing and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff we spoke to told us about the very good team working within the care home. This meant that people using the service benefited from a staff team that worked hard to ensure they received the right care and support to meet their outcomes.

People could be assured that the right number of staff were working at all times to meet people's needs because providers and leaders in the care home understood the needs and wishes of the people living there. One person told us, "I never really have to wait for help" whilst another said, "The staff are great...I couldn't fault anything".

Staff helped each other by being flexible in their response to changing situations which meant that care and support was consistent and stable.

The service ensured that the numbers and skill mix of staff were determined by a process of continuous assessment that took account of the complexity of people's care and support.

Staff who were not involved in providing direct care and support to people were still recognised for the important role they play in building a staff team.

How good is our setting?**5 - Very Good**

We found significant strengths in aspects of the setting and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People benefitted from a comfortable, warm and homely environment, where people were able to sit and chat to each other. They were able to move around the care home as they wished and choose where to spend their time. One person said, "I go out a walk every day", whilst a relative told us, "it feels like a house rather than a care home".

We found the environment was relaxed, clean, tidy and well looked-after, with no evidence of intrusive noise or smells.

We spoke with residents who explained that they were able to personalise their bedrooms with photographs and ornaments, to make them their own space and we observed this to be the case as bedrooms were individual to each person.

People could be assured that there were clear planned arrangements for regular monitoring and maintenance of the premises and had a wide range of specialist equipment in use.

How well is our care and support planned?**4 - Good**

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People could be assured that they had a care plan in place that included relevant risk assessments. These were then used to inform the care plans which provided guidance to staff on how best to care and support for each person. These were regularly reviewed by staff each month to ensure that they were kept up to date following any changes in peoples' support needs.

We found a few aspects that could be improved including the use of equipment that may be considered restraint, guidance around the use of as required medication, and care planning for newer people.

Supporting legal documentation was in place to ensure people were protected and to uphold their rights.

We found that people and/or their representatives were fully involved in decisions about their current and future health support needs with six monthly reviews being carried out.

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?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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