

Cowdray Club Care Home Service

1 - 5 Fonthill Road
Aberdeen
AB11 6UD

Telephone: 01224 212140

Type of inspection:
Unannounced

Completed on:
29 September 2020

Service provided by:
Renaissance Care (No1) Limited

Service provider number:
SP2011011731

Service no:
CS2011303086

About the service

Cowdray Club is operated by Renaissance Care (No1) Limited and is registered to provide residential and nursing care to a maximum of 35 older people.

The service is located in a large traditional building situated in a residential area near to the centre of Aberdeen and close to a bus route. The accommodation is located on four floors and offers a mix of small lounge accommodation and a main lounge and dining facility. The provider's statement of aims and objectives states that they aim to provide a high standard of individualised care to all their service users. This service has been registered since 14 November 2011.

This was a focused inspection to evaluate how well people were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic.

This inspection was carried out by two inspectors from the Care Inspectorate.

What people told us

We spoke with residents and one relative. People spoke highly of the care and support at Cowdray Club. Comments included:

'Comfy place to live. Food is lovely. Staff give you a good chat. Get plenty of tea and water to drink. Kept very clean every day.'

'I like being here. My photos are really important to me, they can't be replaced.'

'The manager leads by example, he demonstrates how things are to be done, doesn't just put a document in front of the staff and expect them to get on with it. My mother is being very well cared for. I appreciate that it can't be easy. Mum is really fond of many of the staff. They are very caring. I am kept well informed about everything.'

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 good is our care and support during the COVID-19 pandemic?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?**5 - Very Good****7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic.**

We found that people were very well cared for, in a homely environment and always treated with dignity and respect. A lot of thought went in to the personalised, individual care and attention to people, their environment and the staffing, with an emphasis that the residents are first in everything. This meant that people consistently received high levels of personalised care because staff knew their needs and preferences.

Conversations were natural and caring. Support plans were person centred and full of good information which was helpful to staff. Daily notes effectively captured the story of a person's day. We were confident that staff would notice quickly if someone's health changed and it would be reported to senior staff with appropriate action being taken. Activities, both group and individual, were in place with a flexible approach, according to the wishes of the individuals. People were encouraged to be active through gentle exercise, individual trips to the garden, walking to and from their bedrooms, lounge and dining areas. Families were involved in some activities such as designing aspects of the interior, including the dining room and décor for the lounge. Staff compassionately and appropriately supported people to maintain social distance from each other.

Food was praised by everyone. The service had moved away from pre-prepared meals to employing chefs and a kitchen team to make fresh food each day. People really enjoyed socially distanced, unhurried and well supported dining experiences in the beautifully designed dining room. Menus, developed with the people, were available in formats suitable for everyone. These included high quality photos of the actual meals prepared so people could see a true representation of the food that would come to them. People were supported appropriately and sensitively, where needed, with their hand hygiene. People always had easy access to drinks. We were confident that this all promoted good nutrition and hydration.

People were sensitively supported to receive visits from their loved ones, both inside and in the garden, following current guidance. Consideration had been given to altering practice for people who had emotional issues to discuss or those receiving palliative care. People were also supported to use technology to call or video call with their relatives and friends. Visitors gave lots of positive feedback about the quality of care and relationships in the visitors' book.

7.2 Infection control practices support a safe environment for both people experiencing care and staff.

There was a high standard of cleanliness and repair throughout the home and all the equipment. Very good cleaning regimes were in place, not just by the domestic staff but also the care staff. The service had enhanced their cleaning schedules, paying attention to areas that were frequently touched. This helped reduce the spread of infection which, in turn, helped to keep people safe. There was a waste contract with a specialist company which further ensured good infection control.

We found that personal protective equipment (PPE), hand washing facilities and hand sanitiser was readily available in a high number of accessible places and was used appropriately by staff. The communal areas around the home had been adapted for the purposes of social distancing. This contributed to ensuring that any possible infection was minimised.

People were being properly isolated when they were initially admitted to the home or became symptomatic. Appropriate signage supported the very good staff communication, all contributing to safe practice and reduced potential exposure to infections. Frequent audits of practice and the environment supported high standards of infection prevention and control. These high standards were encouraged and appreciated in person by the management team and via the use of posters and notes. An exemplary whole team approach was working effectively to maintain high standards of infection prevention and control as well as high standards of care to people.

7.3 Staffing arrangements are responsive to the changing needs of people experiencing care.

There was strong, highly visible leadership in Cowdray Club. There were ample staff to respond appropriately to the needs of the individuals. Extra staffing had been employed to ensure a good skill mix and to take account of the layout of the building, which was over four floors with annexes. The strong and effective teamwork ensured the service had overcome the difficulties experienced at the beginning of the pandemic. Staff felt very well supported by the management; for example, a comfortable 'Namaste' room had been designed for staff to take some time to themselves. This contributed to the positive wellbeing of staff to continue to provide high standards of personalised care for people.

Staff were properly trained in infection prevention and control and the management used a range of methods to ensure staff understood the guidance and maintained high standards in supporting people safely. There was a very well-practiced weekly staff testing regime in place with 100% of staff being tested weekly. Staff were supported through regular supervision and the manager made time every day to be available for all staff.

These measures all contributed positively to the team working well together to meet the needs of the individuals. We were confident that the staffing arrangements are responsive to the changing needs of people experiencing care.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Management and staff should improve the recording of information to ensure it reflects the good outcomes and care residents are experiencing. The management should address the recordings required about care given, topical medication application, and timely updates to information from visiting professionals in order to be confident the resident has properly received the care needed and staff are accountable for the care they provide.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state:

"My care and support meets my needs and is right for me." (HSCS 1.19).

This area for improvement was made on 18 December 2019.

Action taken since then

Examinations of records demonstrated staff had taken prompt action to make clear records about all aspects of care given to residents.

This area for improvement was met.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	5 - Very Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	5 - Very Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	5 - Very Good

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