

Galahill House Care Home Service

Barr Road
Galashiels
TD1 3HX

Telephone: 01896 753 264

Type of inspection:
Unannounced

Completed on:
30 August 2023

Service provided by:
Mansfield Care Limited

Service provider number:
SP2005007720

Service no:
CS2009195945

About the service

Galahill House is a care home registered to provide a care service to a maximum of 24 older people. A maximum of two places can be used for emergency respite. Galahill House is owned and operated by Mansfield Care Limited.

Galahill House is a detached period building with an extension on the ground floor to the side of the original house. The bedrooms are single occupancy and most have en-suite showers and toilets. There is a large sitting room and dining room to the front of the house as well as a communal sitting area within the extension.

First floor bedrooms are accessed via the stairs or a stair lift. The home has its own car park and there are extensive well-maintained gardens and grounds surrounding the property.

About the inspection

This was an unannounced inspection of the service which took place on 21 August between 09:00 and 16:20 and 22 August between 09:00 and 12:00.

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.

In making our evaluations of the service we:

- spoke with people using the service and their families/friends
- we talked with members of staff and the management teams
- observed staff practice and daily life
- reviewed a range of documents.

Key messages

- Staff were knowledgeable about people's care needs and showed genuine caring and respectful attitudes when supporting people.
- The premises were very well maintained, clean and well equipped, with personalised spacious bedrooms.
- The manager had clear systems for quality assurance.
- Staff were supported by management and working relationships were good.
- Meaningful activities were taking place with the support of both a dedicated activity worker and staff.
- Relatives and friends were welcomed into the home with no restrictions on visiting.

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 setting?	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

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

Good relationships were in place between the staff and people they supported. Staff were very knowledgeable about those in their care and how to meet their needs. There was warmth, kindness and respect during interactions and staff displayed positive values. Staff were responsive when assistance was needed. This meant people were confident in requesting support. One relative told us, "the staff are not just my carers, they're my friends. They look after me really well. They support me when I'm upset."

An activity coordinator provided a range of events and activities for people. These included large group activities, one to ones and outings. People we spoke to said it was lovely to go out and looked forward to it. There is a recognition of people's interests with acknowledgement of the importance of this for each individual. People were encouraged to make decisions and choices about how they spend their time. People with specific communication needs were supported to participate in ways that suited them best.

Family and friends were welcomed into the home with no restrictions on visiting which allowed opportunities for people to connect with those important to them. Staff also supported people to stay connected to families via digital participation.

The mealtime experience was well organised, people had opportunities to sit with others and enjoy their meals together. Appropriate music could be heard in the background and many people had a sing along including the staff while waiting for lunch. This created a very pleasant atmosphere. Staff encouraged and enabled people to eat their meals independently with just the right level of support where needed. This was offered in a respectful and dignified manner. Hydration was promoted and nutritional meals provided and presented well. People's wellbeing benefitted from an approach that enabled a healthy attitude to food and drink.

Management regularly monitored and audited medication and staff received regular training to ensure safe practice which benefitted people's health. Observations of practice were carried out and a robust audit was in place. People could be confident that staff supporting them are competent and skilled.

Management had good relationships with health care professionals in the community, this had a positive impact on the health and wellbeing of people living in the home. People were confident in their care because they knew who was supporting them and when to expect them.

Personal plans contained information about health, people's preferences and input from health professionals. Plans were person centred, well written and reflected the care given. Risk assessments were in place and plans were reviewed and updated regularly.

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.

There has been a change of manager recently leading to instability to the management oversight of the home, however, improvements have been made.

The manager had developed a full and comprehensive quality assurance system. Audits took place across a range of different areas of the service. This included medication, tissue viability, catering and clinical oversight record. These audits were all part of an improvement plan for the home, of which senior management had an overview.

There was clear leadership within the service, communication with the staff was good and team relationships were in place. Staff morale was good, one staff member told us, "The team is great, we all get on together."

The manager completed regular observations of practice with an aim to improve outcomes for people as well as meetings with both staff and relatives to drive improvement. Management was responsive to feedback and used this to improve the future direction of the service. Quality systems will continue to be developed to ensure these are effective and accurate of the care provided.

The manager demonstrates a clear understanding about what is working well and what improvements are needed. This will ensure people benefit from a culture on continuous improvement.

People benefitted from safe recruitment and induction which reflected positive outcomes for people experiencing care.

How good is our setting?

5 - Very Good

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

People in the home have en-suite bedrooms which were personalised. The rooms are well decorated with access to the gardens in the rooms downstairs. There is a lounge area and dining room on the ground floor which can be used by residents should they wish to do so. For those living upstairs a stair lift is in place.

The home has undergone extensive refurbishment since last year's inspection. People benefit from a warm comforting welcome environment with natural light and sufficient space.

The environment is clean and tidy and well looked after.

Maintenance checks were carried out, records were audited and head office were involved in prioritising where maintenance is required.

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

Personal plans should accurately reflect care provided. Personal plans should be fully audited to ensure all the information held within them can be cross referenced as being accurate. Daily records of care should be improved to reflect the quality of care given.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 1.19 'I experience high quality care and support based on relevant evidence, guidance and best practice' and 4.27 'I experience high quality care and support because people have the necessary information and resources.'

2. Full audits of topical medication should be completed to ensure all staff record the date when prescribed creams are opened.

This ensures care and support is consistent with the Health and Social Care Standards 4.11 which states: 'I experience high quality care and support based on relevant evidence, guidance and best practice.'

This area for improvement was made on 23 June 2022.

Action taken since then

Personal plans contained information about health, people's preferences and input from health professionals. Plans were person centred, well written and reflected the care given. Risk assessments were in place and plans were reviewed and updated regularly.

This area for improvement has been met.

Previous area for improvement 2

Regular maintenance checks should be carried out and evidenced as completed. The records must be auditable and dates of checks recorded.

This is to ensure that care and support is consistent with the Health and Social Care Standard 5.17 which states: 'My environment is secure and safe.' Also see the Health and Safety Executive's guidance 'Health and Safety in Care Homes'.

This area for improvement was made on 23 June 2022.

Action taken since then

Maintenance checks were carried out, records were audited regularly and head office were involved in prioritising where maintenance is required.

This area for improvement has 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.

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 setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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