

## Queens House Care Home Service

Angraflat Road  
Kelso  
TD5 7NS

Telephone: 01573 224886

Type of inspection: Unannounced  
Inspection completed on: 5 February 2018

**Service provided by:**  
Queens House (Kelso) Ltd

**Service provider number:**  
SP2003001975

**Care service number:**  
CS2003009188

## About the service

This service has been registered since 2002.

Queens House is a care home registered to provide a care service to a maximum of 32 older people. At the time of the inspection the home was fully occupied.

Queens House is a modern building, in pleasant, accessible grounds. It is situated on the outskirts of Kelso in an area of mixed housing.

Accommodation is all on the ground floor and each resident has their own room with en-suite comprising of toilet, wash hand basin and level access shower. All rooms are furnished well and decorated to the wishes of the individual.

There is extra accommodation on an upper floor which is utilised currently for training but has rooms that relatives and carers could use if required.

There are well kept gardens surrounding the building and there is a path round the care home to encourage exercise and mobility along with a courtyard garden accessible from sitting rooms and bedrooms.

Queens House vision is:-

"To be a centre of excellence in the delivery of quality care and support and to be the provider and the employer of choice in the Scottish borders"

Their mission is:-

"To provide an approach to care and support that encourages and supports the person to be the director of their care within an environment that is comfortable, safe, homely and happy"

To fulfil their mission in line with their values the service describes some of their values as:-

- \* Uniqueness of all individuals
- \* Providing holistic care and support
- \* That people should be supported to direct their care and support, enabled to do the things they want to do when they want to do it
- \* That people should be treated with dignity and respect

## What people told us

Residents and relatives/carers we spoke with and who completed pre inspection care standards questionnaires continue to be very complimentary about the quality of service provided at Queens House.

We sent out 15 questionnaires to service users and 10 were returned, 25 were sent out to relatives/carers and seven were returned, their views are as follows:-

"Quite satisfied with the care and support received"

"Evening activity entertainment options - many of these would be encouraged, tends to be the longest part of the day"

"The staff are amazing fun and helpful in every way"

"I find that staff are willing to do certain things within reason"

"The activities coordinator is superb and very hard working and very considerate towards residents"

"The care home manager always finds the time to listen and discuss any concerns raised and arranges regular management/residents/relatives meetings"

"Very pleased with the level of care at Queens House and in particular they have helped my mother settle in well"

"The staff go the extra mile to make sure he is always as comfortable as possible and bathed and groomed dressed in clean clothes. His room is always clean and tidy he is never left alone for too long. They also go out of their way to support me in this difficult time"

"Queens' house provides a refuge for us both. She has been properly cared for always nicely dressed clean and attractive and able to participate in the practical activities and entertainment provided"

## Self assessment

We are not requesting self-assessments from providers for this inspection year. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered throughout the inspection.

From 1 April 2018 the new "Health and Social Care Standards" will replace the existing Care Standards. These Standards seek to provide better outcomes for people who experience care, and services should now be familiarising themselves with these. We would encourage services to prepare for the implementation of the standards by working with staff and people experiencing care to raise awareness and explore what they mean in their specific setting, and consider how they impact on their work.

## From this inspection we graded this service as:

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

## What the service does well

We spoke with a number of residents and relatives/carers and they continue to speak highly of the quality of care provided at Queens's house. "I'm as happy as I can be when you can't be at home" "It's great not to have to worry, of mum living on her own"

Care plans were completed using a digital programme CARSYS and continue to demonstrate a person led approach and reflected needs and risk assessment, all of which show positive outcomes for the residents at Queens House. We saw that some care plans were due for evaluation that had been highlighted by the digital system. This enabled nurses to identify when plans required to be updated and ensure that the needs of the residents had the most up to date information about their care.

We viewed the care plan evaluations which had been highlighted by the system to be updated of which the nurses were planning to bring up to date.

We had lunch with the resident's which was a very positive experience, the food was well presented and a variety of options were offered. One resident said "that it felt like a restaurant" and another resident commented that "the food choices could be a bit odd" The manager told us she was seeking funding to have the ability to offer residents the option to eat outwith the set meal times to ensure a more person led experience.

The activities co-ordinator has a full programme which includes activities such as quizzes, art projects, music and memories and guest speakers for reminiscence. We observed dedicated time for residents to have a 1 to 1 for more personal activities. Future developments include the introduction of an old fashioned sweet shop which will be supported by intergenerational involvement with pupils from the local high school.

The manager is developing a new welcome pack for new residents, which includes key information on the aims and values, complaints, staff, and activities available for residents to participate in. This enables new residents and their relatives/carers the opportunity to be familiar with what they should expect from the service and who they should speak to if they identify any difficulties.

The staff we spoke to were very complimentary about the service and highlighted that there has been significant change, but that they have had ample opportunity to reflect and discuss the changes and have felt very much part of the change. The staff we spoke with also identified opportunities to progress their education and some were embarking on their SVQ 4 and the opportunity to do the medicine management module. A staff member said "A new CEO has been in post for 18 months and many changes have taken place which some members of staff are having difficulty with, however the more training we receive the happier we are to embrace change and see it as an opportunity to grow in knowledge and confidence". This reflects a very positive atmosphere where residents are enabled to live as independently as they can.

## What the service could do better

Five relatives and residents identified on the care standards questionnaires that they did not know what the process was in regards to making a complaint. We discussed this with the manager and she has now placed information on the resident's notice board and she will also include information on this process in the newly developed welcome pack.

Medication administration was delivered and documented to a good standard, however to make sure, we discussed with the senior nurse the option of including information in the Mar sheets in regards to as required medication. This would be beneficial for those staff to identify when residents require additional medication especially with a possible prospect of senior carers taking on some responsibility for medication in the future.

As the service grows with the new build and more staff are employed the introduction of clerical support would allow closer monitoring of training and supervision. Currently the business support manager monitors this however this will become more difficult to maintain with a larger number of staff.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings								
13 Dec 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>6 - Excellent</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	6 - Excellent	Environment	6 - Excellent	Staffing	Not assessed	Management and leadership	Not assessed
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18 Nov 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>6 - Excellent</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table>	Care and support	6 - Excellent	Environment	6 - Excellent	Staffing	6 - Excellent	Management and leadership	6 - Excellent
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10 Feb 2014	Unannounced	<table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>6 - Excellent</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table>	Care and support	6 - Excellent	Environment	6 - Excellent	Staffing	6 - Excellent	Management and leadership	6 - Excellent
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24 Jun 2013	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed				
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Date	Type	Gradings	
		Staffing Management and leadership	4 - Good 5 - Very good
17 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 2 - Weak 6 - Excellent
15 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
22 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
28 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
15 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
13 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
22 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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