

Queens House Care Home Service

Angraflat Road
Kelso
TD5 7NS

Telephone: 01573 224886

Type of inspection:

Unannounced

Completed on:

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Service provided by:

Queens House (Kelso) Ltd

Service provider number:

SP2003001975

Service no:

CS2003009188

About the service

Queens House Care Home Service was registered with the Care Inspectorate in 2011.

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, but still accessible to local shops and amenities.

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 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.

The service aim includes;

"We aim to provide care and support to residents, in a way that encourages and supports the person to be the director of their care within an environment that is comfortable, safe, homely and happy"

What people told us

We sent out 22 Care Standard Questionnaires (CSQs) and received 12 completed CSQ's. From the respondents comments we concluded that overall residents and their families were happy with the quality of care and support the service provided.

Comments included;

"Very good indeed"

"Super"

"Staff very polite, very helpful, listen to me. The activities person runs this ship superbly. It's the best I can expect at my age"

"Staff are very nice and helpful"

"My mother has thrived since she moved to Queens House. She is walking again, and taking an interest on what's going on despite her level of dementia"

"This is a really good care home with a lovely friendly welcoming ethos. Any issues that arise are addressed promptly and courtesy"

"Queens house and its staff have been looking after my father who has advanced dementia for more than four years. It is an extremely good and caring home and the family know he is being well cared for"

"Overall my father's care is excellent and he is very contented, happy and relaxed at Queens House"

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?	6 - Excellent
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	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?

6 - Excellent

There were excellent interactions from a staff team that demonstrated the principles of the Health and Social Care Standards. People experienced care and support which demonstrated dignity and respect. We could see positive relationships between the staff and the people they support. We observed interactions between staff and people who were unable to verbalise their views. This showed us interactions that were facilitating and empowering. Staff showed a genuine interest in the people they supported and wanted to ensure their needs were being met. All of which was being met in an enabling manner and at a relaxed pace that was appropriate for each person.

There was good attendance at the monthly residents meetings. People took part in discussion about what was happening in the home in regards to staffing, up and coming activities and general conversation about how people felt they were being supported.

Some people voiced concerns in regards to recent staff changes. This has caused people to feel a little unsettled. However relatives we spoke with expressed how professional and supportive the service had been. This ensured residents felt they had stability in their care, supported by a team who knew their needs choices and wishes.

Anticipatory care was well documented and contained good information should a person's health deteriorate. We saw good examples of this during our inspection and feedback we received from families we spoke with. This reassured families that peoples care and support is planned in a safe way even when there is an emergency or unexpected event.

People could choose to be involved in an excellent programme of activities. Some people had dementia and others more physical issues. Every person's individual need was taken into consideration when planning the

programme. Activities that people could choose from included, baking, gardening, trips out to local cafes and stately homes, poetry, quizzes and poetry recitals. There was also a programme of intergenerational work along with a list of volunteers who were keen to offer their services.

There was a culture of positive risk enabling in regards to maintaining people's mobility. People were encouraged to maintain their independence for as long as possible. This ensured that people experiencing care were enabled to stay as independent and in control of their life for as long as they could.

The nursing and staff team had an excellent overview and knowledge of peoples health needs. This ensured confidence with residents and their families/carers that the staff team could respond quickly to any changing health needs. The experience of the nurses was commented and praised upon by relatives we spoke with.

People had a comprehensive medicine management system. Medication that was only required to be given on occasion would benefit from some clear protocols. We discussed this with the staff team about how this would help the people they support. This ensured that people were included in the decisions they made about having extra medication that could help them. This was most important for those experiencing heightened levels of pain or distressed behaviour.

Meal times were relaxed and unhurried. The introduction of a breakfast host has ensured people's needs are supported in a dignified way and personal preferences are supported. Information we received indicated that people's choice of diets were not being supported. We observed three meal times and people could choose from a variety of well-presented healthy meals and snacks. For those that needed help to eat and drink this was again supported in a dignified manner which supported people's dietary needs, beliefs and preferences.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

At the time of inspection the service was in a transitional period moving from one electronic care planning system to another. The new system CURA will enable the staff team to be even more person specific when composing care plans for people in their care.

Care plans contained very good assessments where people's choices and preferences were well documented. Staff were able to be led by what was written within the care plan to meet peoples health and social care needs.

Individual choices were recorded and from our observations we could see that staff were aware of people's needs and did their utmost to meet those needs with kindness and care.

Care plans were being reviewed and changes were being made when people's varying needs were identified. The new electronic system CURA will enable both carers and nurses to contribute to the care planning process. All staff will be able to share their first-hand experience of supporting people. Having full staff involvement in care plans enhances the opportunities for those less able to lead and direct their own care. This will ensure that their preferences and choices are respected at all times. This also keeps the care plan live and current ensuring that the needs of each person are supported. We will look to see how this develops over the coming year and follow this up at the next inspection.

Residents' friends, carers and other professionals took part in regular care reviews. This meant that the relevant people were kept up to date about people's wellbeing and could be involved in their care. This supported people to feel confident that the service had an enabling attitude and that people got the most out of life.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	6 - Excellent
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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