

Lillyburn Care Home Service

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Type of inspection:
Unannounced

Completed on:
23 November 2023

Service provided by:
Pacific Care Limited

Service provider number:
SP2003002346

Service no:
CS2003010431

About the service

Lillyburn is managed by Pacific Care Limited. The service is in Milton of Campsie and provides care and support for up to 56 people within a purpose-built environment.

There are four units within Lillyburn's main building. Each unit accommodates up to 10 older people. A separate unit, Kintyre, is situated across from the main building and has been designed to cater for the care and support needs of up to 16 older people with dementia. The grounds provide landscaped gardens that are easily accessible to people.

The main objective of the service is to provide the highest standards of quality care for older people and to enable their time within Lillyburn to be enjoyed with comfort, dignity and respect.

There were 50 people living in the home during the time of this inspection.

About the inspection

This was an unannounced inspection which took place on 22 November 2023 between 09:30 and 15:45 hours. Two inspectors carried out the inspection. To prepare for the inspection, we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

This was a pilot inspection to test a new way of confirming that better performing, low risk services are continuing to provide good quality care and support.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, the setting, and planned care/support.

We confirmed that the previous evaluation of very good has been maintained. We know this because on this inspection we:

- Received feedback about the service via Care Inspectorate questionnaires from 23 relatives, 22 staff and four external professionals
- spoke with three people using the service, and two of their relatives
- spoke with five staff and management
- observed practice and daily life
- reviewed documents.

Key messages

Legal assurances

We found that people were safe and protected from harm because the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place.

Wellbeing

There were robust systems in place to protect people from harm. All accidents and incidents had been recorded, managed and reported in line with legislation.

People were kept safe from the risk of infection as staff had the necessary skills, training, and competence in infection prevention and control. We saw that the service had good governance and quality assurance processes in place, that included the observation of staff practice.

People's health and wellbeing benefitted from safe and effective medication management practices. The service used an electronic system to track and manage medication. We found that people's medication had been administered as intended in line with their health and wellbeing needs.

We saw that where people needed support to manage their finances, there was a robust procedure in place to keep their money safe.

Leadership

Leaders demonstrated a clear understanding about what was working well and what improvements were needed within the service. They ensured that the needs, outcomes and wishes of people living within the service were the primary drivers for change.

Responses within the Care Inspectorate questionnaires from four external professionals were positive. They said communication was good with the service and all commented on how well the service is led.

Staffing

We found that people received support by a trained and competent staff force. Staff received regular supervision and training. Staff told us they felt supported within their roles. Some staff had developed areas of specialism, such as becoming dementia champions. This ensured that people living with dementia were being supported by staff who were knowledgeable with their health and wellbeing needs.

People can be confident that staff were recruited in a way which has been informed by all aspects of safer recruitment guidance.

The setting

People benefitted from a warm, comfortable, welcoming environment with plenty of natural light and sufficient space to meet their needs and wishes. The environment was relaxed, clean, tidy and well looked-after, with no evidence of intrusive noise or smells.

There were clear planned arrangements for regular monitoring and maintenance of the premises and the equipment which ensured people were safe. All up-to-date health and safety and maintenance certificates were in place.

Planned care/support

Care plans reflected people's choices and wishes. They were person centred and included information on people's preferences with all aspects of daily life. People's health and wellbeing was monitored daily with input from external professionals when required. However, some care notes were hard to read. This was discussed with the manager who informed us that the service will be transitioning to electronic care plans in the very near future which will improve care note recording.

People were able to get involved in a wide range of activities and interests. However, individual meaningful activities could be better evidenced including when people declined. This was discussed with the manager who assured us that all types of meaningful activities for people, including when they declined, would be recorded.

There were some gaps within oral care records which could impact on people's health and wellbeing. This was discussed with management who have assured us they will action immediately.

Responses from Care Inspectorate relatives' questionnaires was mostly positive. They told us they were happy with the care and support their relative received.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

To find out more

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