

Northcote Lodge Care Home Care Home Service

191 Craigton Road
Aberdeen
AB15 7UB

Telephone: 01224 326630

Type of inspection: Unannounced
Inspection completed on: 12 February 2018

Service provided by:
Northcote Lodge Trust

Service provider number:
SP2010010986

Care service number:
CS2010251941

About the service

Northcote Lodge is located in the quiet residential area of Airyhall, Aberdeen. The home is a two storey building of modern design and is accessible. Each wing has a lounge and dining area and rooms are all en-suite. The home has two enclosed garden areas for residents to enjoy freely and safely. There are two summer-houses, a bus stop, putting green and various outdoor games are available.

The home has a chapel which residents' and families can access. Services for other denominations are held regularly. The chapel is also available for funeral services.

Northcote Lodge has a café located by the front reception area, serving home bakes, soup, sandwiches and snacks which is run by volunteers and in-house staff. The café serves full meals and is well used by families.

The service aims to provide a 'personalised' level of care and support to maintain independence and individuality. The service is registered to provide a care service for up to a maximum of 60 older people. This service has been registered since June 2010.

What people told us

We issued 20 relatives and carers care standard questionnaires and 20 for residents to the manager to distribute.

Four residents returned a completed questionnaire. All strongly agreed that they were overall happy with the quality of care their relative received.

Their comments included:

"Top quality at all times".

"Northcote's manager is friendly, approachable and ensures the home is well-run. She is committed to providing the very best care for us. We recently had a lovely Guy Fawkes supper, Pink day/Daffodil Tea and the summer fair too".

"I'm happy here and have no complaints".

"All staff are consistently kind, supportive and patient".

"Staff not involved directly in my care also contribute to my experience here".

"No complaints - I recommend it to all my friends, and tell them to get their names down at once"!

"I certainly have no complaints about the staff here".

"I am very happy here, the staff all look after me so well".

Ten relatives returned a completed questionnaire. All also strongly agreed that they were overall happy with the quality of care their relative received.

Their comments included:

"We were always impressed by the excellent care and attention she received, she was extremely happy in the home and full of praise for her carers and other staff who together created a family atmosphere".

"It has been a real pleasure visiting our relative in this home. We have been made very welcome at all times".

"The staff are courteous and very pleasant. Everyone looks happy in their job".

"Very happy with all the care. She is always happy".

"Mum was able to get a place there, she is benefitting greatly by all the things she has access to. She is very well looked after and very happy".

"The staff from the cleaners to the manager are lovely and approachable".

"I am kept well-informed of anything regarding mum".

Self assessment

We did not request a self assessment from care services this year.

From this inspection we graded this service as:

| | |
|---|---------------|
| Quality of care and support | 5 - Very Good |
| Quality of environment | 5 - Very Good |
| Quality of staffing | not assessed |
| Quality of management and leadership | not assessed |

What the service does well

Northcote Lodge was a clean and comfortable home where people were cared for following a person-centred approach.

The service had made considerable effort to create a homely and inviting environment and we observed that all staff were warm and welcoming in their approach to residents and visitors.

People told us that they got on very well with their staff team and could be confident that staff would respond to their support needs quickly.

The care and concern provided to residents also extended to family and friends, who valued the support they received.

One person commented "Northcote is a home from home and the whole family is supported not just the resident".

Residents could be confident that their health and wellbeing needs were being anticipated and met, especially when experiencing deteriorating health. Their health was regularly assessed, and if necessary health care advice sought from health partners.

We spoke with one visiting health professional. They confirmed that the service was responsive to people's needs, making appropriate referrals when needed.

The care plans we sampled confirmed that people's needs were assessed, planned and reviewed. These mostly reflected the support needs of people.

We observed that regular snacks, fruit and drinks were provided between meals. This helped ensure that people received adequate nutrition and hydration.

The service had in place a varied range of activities and entertainment. These were planned by the service's activities coordinators taking account of the views and interests of the residents. The café was very well received, open every day serving residents, relatives, staff and the local community.

Comments included:

"Having the café to visit enables me to take visitors there and ensures I have the opportunity for company if I wish".

"I enjoy living in a modern, purpose-built home" and "The en-suite meets my needs perfectly meaning that I can have a shower every day, which is important to me".

During this unannounced inspection we found that the premises were well maintained and that high standards of cleanliness were maintained throughout the home.

Increasing numbers of people living with dementia have been using the service and attention has been made to improve the service to help people.

Examples of this included:

- Good directional signage is in place and good lighting.
- The garden is being developed further with local children involved with this, which the residents enjoyed.
- A range of seating options including sofas which supports people's choices.

Safe recruitment procedures were mostly followed, with new staff receiving induction training prior to working with people. The service ensured that staff were appropriately registered with their regulatory body.

What the service could do better

We discussed some improvements which would be made to medication records and management. The manager agreed to attend to this immediately.

Whilst the majority of care plans provided very good person-centred information about how to support people, we discussed some areas which could be developed further.

Whilst we were overall satisfied that recruitment was managed well we highlighted one issue where a person commenced in post prior to all checks being carried out. This was addressed during this inspection.

We asked the manager to review storage of records to ensure confidentiality was maintained. She agreed to address this.

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.

Inspection and grading history

| Date | Type | Gradings | | | | | | | | |
|---------------------------|---------------|---|------------------|---------------|-------------|---------------|----------|---------------|---------------------------|---------------|
| 25 Jan 2017 | Unannounced | <table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table> | Care and support | 5 - Very good | Environment | Not assessed | Staffing | Not assessed | Management and leadership | 5 - Very good |
| Care and support | 5 - Very good | | | | | | | | | |
| Environment | Not assessed | | | | | | | | | |
| Staffing | Not assessed | | | | | | | | | |
| Management and leadership | 5 - Very good | | | | | | | | | |
| 20 Jan 2016 | Unannounced | <table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table> | Care and support | 5 - Very good | Environment | 5 - Very good | Staffing | 5 - Very good | Management and leadership | 5 - Very good |
| Care and support | 5 - Very good | | | | | | | | | |
| Environment | 5 - Very good | | | | | | | | | |
| Staffing | 5 - Very good | | | | | | | | | |
| Management and leadership | 5 - Very good | | | | | | | | | |
| 9 Jan 2015 | Unannounced | <table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table> | Care and support | 5 - Very good | Environment | 5 - Very good | Staffing | 5 - Very good | Management and leadership | 5 - Very good |
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| Management and leadership | 5 - Very good | | | | | | | | | |

| Date | Type | Gradings |
|-------------|--------------------------|--|
| 13 Dec 2013 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good |
| 6 Feb 2013 | Announced (short notice) | Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good |
| 6 Dec 2012 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good |
| 20 Oct 2011 | Unannounced | Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership Not assessed |
| 20 Apr 2011 | Unannounced | Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good |
| 7 Mar 2011 | Unannounced | Care and support 2 - Weak Environment Not assessed Staffing Not assessed Management and leadership Not assessed |
| 20 Oct 2010 | Unannounced | Care and support 1 - Unsatisfactory Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate |

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