

# Northcote Lodge Care Home Care Home Service

191 Craigton Road  
Aberdeen  
AB15 7UB

Telephone: 01224 326630

**Type of inspection:**

Unannounced

**Completed on:**

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**Service provided by:**

Northcote Lodge Trust

**Service provider number:**

SP2010010986

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## 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 summerhouses, 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; this 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.

## What people told us

We distributed 40 questionnaires prior to the inspection and received 20 completed questionnaires from residents and relatives. The residents/relatives strongly agreed/agreed with the statement that overall they were happy with the quality of care and support provided to them. We also spoke informally with a number of residents and relatives/visitors.

This inspection also benefitted from support from our Inspection Volunteer Scheme which allowed us more opportunities to gather views about the service. People who spoke with our inspection volunteer were very positive, reflecting a very high level of satisfaction with all aspects of the service. Management and staff were held in very high regard.

Comments from returned questionnaires, residents and relatives spoken with included:

"The staff are very good, I'm very happy."

"The service is well run and we are all made to feel that our thoughts and ideas are important."

"On a regular basis we do a series of helpful gymnastics which bring in arms, legs, hands and back exercises."

"The manager is an outstanding leader, her leadership has a domino effect throughout the home."

"The staff are always happy and smiling and treat me really well, I'm sure they must all love their jobs and this is reflected in the care they give. It's marvellous."

"The food is fantastic."

"I'm always treated with great respect."

"I want to thank the manager for leading an outstanding, extensive team who are totally committed to Northcote. I'm so grateful my mum is here."

"The cleanliness is outstanding as is the food. There are beautiful gardens. There is a strong sense of calm and kindness here, it's a unique place."

"The care is wonderful."

"Northcote is an outstanding home with an immense commitment to providing the highest standards of care. There is nothing that needs to change."

"There are lots of activities for all to take part in."

"Excellent care and support. Nothing is ever a problem if you ask the staff to do anything."

"Very attentive to our mum with always a kind word, smile and never a rush to leave her when she needs extra time."

"I enjoy being on the residents' committee."

"I am involved in regular care reviews."

"My room is sunny and comfortable."

"I strongly believe the manager runs a very tight ship. She has an open-door policy and appears to have her finger on the button at all times."

"The café area is a great asset. All outside areas are easy and safe to access for residents."

"Staff and manager always take time to discuss any worries that I may have regarding my mother. They are very kind to her."

"The manager is always welcoming and friendly. She is aware of any issues requiring discussion. The home has a positive atmosphere and the manager clearly has the residents' best interests as her priority."

"Review meetings give an accurate account of my relative. Any concerns with regard to my relative's health are listened to and acted upon straight away. Staff are always accessible and ready to listen."

"My relative feels very lucky to be at Northcote. The staff are dedicated and hardworking, any queries are dealt with promptly and efficiently. I feel the staff know my relative very well and treat him as an individual."

"The place is beautiful."

"I'm very happy here, the staff are respectful and courteous at all times."

"Whatever you want you get - never a problem."

"The manager is really good, she knows everything that is going on and is always around to chat to."

"This is gold standard care."

"Everything is faultless here."

"The staff go above and beyond, it's excellent here."

"We could not be happier with the care and attention our parent receives."

"The staff are respectful and courteous at all times."

## 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?	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?

5 - Very Good

We would expect that people were treated with dignity and respect and were reassured to observe a great number of very sensitive interactions from both care and ancillary staff. We were strongly encouraged by the overwhelmingly positive responses within our Care Standards Questionnaires and directly from residents and relatives during the inspection itself.

Care staff were extremely knowledgeable and adopted a role of advocate and facilitator for those they cared for. The well used café area meant people could continue offering hospitality to their own visitors. Relatives reported feeling very comfortable and welcome within the home.

Staff supported people in their day to day life in a caring, professional manner. We could see that the staff team had excellent relationships with residents and their relatives. This meant the people were cared for in a respectful, compassionate and dignified way, reflecting the Health and Social Care Standards (HSCS).

The way people spend their day should promote feelings of purposefulness and wellbeing. We heard lots of very good feedback around the range of activities for people to choose from. This included lots of in-house activities such as arts and crafts, movie mornings, exercise groups and visiting entertainers. There were regular bus trips out and local walks. We were reassured to see that the manager had worked hard to establish links with the local community and the residents were benefitting from relationships with local primary schools and in-house church services. This enhanced people's feelings of wellbeing.

Residents could be confident that senior staff had an overview of their health care needs and consulted with relevant health care professionals including the podiatrist, GP and dietitian, as needed. Examination of medication administration records identified medications were always available and residents were supported to receive their prescribed medications.

It is important for residents to enjoy a healthy and balanced diet and have access to plenty of drinks throughout the day. We found that dining rooms were presented very nicely and that residents could choose whether to have meals there or in their own bedroom. Residents told us that the food was very good and that they enjoyed it. We also heard that there were plenty of choices available.

Residents who experience stress and distress should expect that measures are put in place, to reduce this for them and support them through any periods when this may occur. Time spent with people living here confirmed that they felt safe and secure without being over protected. Distress was managed effectively, resulting in a relaxed atmosphere and without discriminating against someone with obvious cognitive impairment. A climate of inclusion was also evident at meal times and group activities. We looked at care plans for people around this and found that there was good information in place to guide staff on how best to care for them. We could see where the home was linking with the Care Home Liaison Mental Health Team for support to help address this.

We found that management had an overview of key areas including weights, falls and skin integrity.

In summary, we found a skilled, knowledgeable, caring staff team who worked in a person centred, value based way to the benefit of the people living in Northcote Lodge and their visitors.

## 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**

Residents should be confident that their care plans give clear direction on how to deliver their support and that they are reviewed and updated, when there are any changes in their health or circumstances. We sampled care plans and found the level of detail to be of a very good standard. Staff also knew the residents' care needs very well.

Residents' care plans and reviews were very focused on the health needs for people and, although some parts were very individual to that person, other parts were generic. We discussed at feedback the fact that with the introduction of the new Health and Social Care Standards, which are very human rights based and about promoting individualised care and support, a review of care planning would assist with this.

Overall, risk assessments to assess residents' care needs were carried out regularly and then used to inform the care plan. The service carried out regular reviews with residents and their relatives. Those we sampled showed that people were encouraged to give their views and people told us that they were listened to by staff and management.

There were tools in place to support staffing levels in the home. These were based on the abilities and health of the residents. We saw there were enough staff to successfully support individual residents with their care in a way that suited them.

### 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).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good
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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Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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