

Balshagray House Care Home Service

42/44 Balshagray Drive
Broomhill
Glasgow
G11 7DA

Telephone: 0141 339 5130

Type of inspection:

Unannounced

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Service provided by:

Enable, Glasgow Branch

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About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

Balshagray House is a care home managed by Enable Glasgow. It offers support and accommodation for up to 15 adults with a learning disability.

The service is located within a residential area in the Broomhill area of Glasgow. It is close to local amenities. The building comprises of two terraced houses that have been converted into one care home. There is ample space to offer a flexible approach towards care delivery. At the time of the inspection, there were 15 people living at the service.

The aim of the service is to provide a safe environment where people are respected as individuals, become independent, are active within the community, make choices for themselves and where their needs and objectives are realised.

What people told us

People that we spoke with were full of praise for Balshagray House, the people who lived there and the staff that worked there. Comments included:

'My brother has benefited a lot from being here. Staff are patient, they look at ways to suit him and reduce the risk of him getting frustrated.'

'Staff don't waste time when anything is not right. They do something to sort it out straight away.'

'I am happy here, staff are good to us.'

'I would give staff here 10/10. They are good to us and they look after us well.'

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

The people that we spoke with told us that they were supported with compassion. This was evident in the way staff spoke with residents. It was clearly on an equal basis. It was clear that residents were supported to achieve the best that they could. People were very aware of their rights as citizens. We could see that there was involvement with advocacy groups where people learnt about how they could be more empowered.

We saw people doing their bit to ensure duties around the home were shared out evenly. People were responsible for clearing tables after a meal, hanging out and bringing in washing and tidying up their rooms. People took pride in carrying out these tasks and in their achievements whether large or small. This meant that people got the most out of life because staff who supported and cared for them had an enabling attitude and believed in them.

People told us that they were listened to and that they felt very respected. We could see that people's wishes and preferences were used to shape their support. We saw this in how people chose to spend their day and in what they chose to eat. This demonstrated that people were accepted and valued whatever their needs, ability, gender, age, faith, mental health and background.

There was a wide variety of both indoor and outdoor activity that people were involved in. While there was a strong focus on keeping well and having a healthy lifestyle, people chose what they really wanted to do with their days. Some people attended a weight management class, others went to the gym and some residents enjoyed going to the library or church. One person shared with us how excited they were to be going on a helicopter ride. This was what they had always wanted to do. This meant that people were empowered and enabled to be as independent and as in control of their lives as they wanted to be.

The service worked well with other professionals. We spoke with some who visited the service during the inspection. They told us that staff were very good at referring people when they needed referred and at ensuring that advice and treatments directed by the professionals was seen through. People benefited from different organisations working together and sharing information about people promptly while their privacy and confidentiality were respected.

While systems for ordering, storing and administering medication were in place and appeared to be working well, we noted that liquid medication bottles were not always marked with the date when they had been first opened. For medication to remain effective, it is important that it is used within its shelf life and marking the date when the bottle is first opened would show this.

We noted that the notice board in the kitchen had some relevant information that was intended to show what staff were on duty that day. While this was good, we highlighted the importance of always having accurate information on the board as inaccurate information could be confusing to people.

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

The care plans we looked at contained a lot of very good, person-centred details. They were dynamic, aspirational and they clearly informed all aspects of care and support that people experienced. As the care plans set out how people's needs, wishes and choices would be met, this meant that plans were right for them.

We saw up-to-date hospital passports that people took with them to hospital so that hospital staff had current and helpful information about them. Care plans around death and dying were in place. Plans and arrangements of what would happen to them when they died were also in place. We could see that this subject had been covered fully and sensitively with people. This meant that people were supported to discuss significant changes in their life, and that this was handled sensitively.

We saw clear evidence of when people had been supported through difficult episodes of behaviour that challenges, stress and distress. The care plans outlined how to manage situations where someone was showing these signs. This meant that all staff were working in the same way in how they supported people and this in turn helped reduce the risk of the person becoming even more distressed. Supporting legal documentation such as certificates for Adults with Incapacity (AWI) and Power of Attorney (POA) were in place within the care file for those people for whom they were required. Knowing that their final wishes were in order, gave people and their loved ones a sense of inner peace.

Care plans were evaluated monthly and reviewed six monthly or sooner if needs changed. Pictorial formats of care plans and minutes of review meetings were used to make communication easier for those who required this. We noted that following any review, care plans were updated to reflect any changes. People or their representatives were involved in both the care planning and in the reviews. This meant that people were fully involved in assessing their emotional, psychological, social and physical needs at an early stage, regularly and when needs changed.

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?	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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