

# Inspection report

## Grange Hall Care Home Service

Drygrange  
Melrose TD6 9DH

**Inspected by:** Carol Moss  
**(Care Commission Officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 6 December 2007

**Service Number**

CS2003009179

**Service name**

Grange Hall

**Service address**Drygrange  
Melrose TD6 9DH**Provider Number**

SP2003001966

**Provider Name**

Grange Hall (Scotland) Ltd

**Inspected By**Carol Moss  
Care Commission Officer**Inspection Type**

Unannounced

**Inspection Completed**

6 December 2007

**Period since last inspection**

3 months

**Local Office Address**South East Region  
Stuart House  
Eskmills  
Musselburgh  
EH21 7PB  
Telephone 0131 653 4100

## **Introduction**

Grange Hall was built in the 1800's as a large private house and was converted into a care home in the 1980's. The home is set in extensive private grounds with its own parking. The home is situated between the Scottish Border towns of Earlston and Melrose.

Grange Hall is registered to provide care and accommodation for up to 49 older people. The home is able to offer both long term care and respite care. Accommodation is provided over four floors with access to each floor provided by stairs and a lift. All residents' bedrooms are single rooms. Appropriate bathing and toilet facilities are available on each floor. There are separate kitchen, laundry and staff facilities in the home.

The home has been registered with the Care Commission since 1 April 2002.

The philosophy of care and residents charter within Grange Hall states that "the company seeks to deliver the highest standards of care in a professional manner, within a safe, caring and homely environment within reach of the community".

## **Basis of Report**

This report was written following an unannounced inspection visit to the home conducted on the 6 December 2007 by Care Commission Officer Carol Moss.

### **Before the Inspection**

#### **The Annual Return**

The service submitted a completed Annual Return as requested by the Care Commission. Completion of this document ensures that the Care Commission has up to date and accurate information about the care service. This assists the Care Commission to review the service.

#### **The Self-Evaluation Form**

The service had submitted a self-evaluation form as requested by the Care Commission prior to its announced inspection that took place on the 21 June, 21 and 22 August 2007.

#### **Views of service users**

Time was spent during the visit speaking generally with residents in the lounge areas and individually with six residents.

#### **Regulation Support Assessment**

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was then based upon the inspection focus area of Palliative Care and associated National Care Standards Care Homes for Older People and follow up of the requirement from the previous inspection report. Staffing levels were also reviewed. The other focus area for this year was Protecting People and was reviewed at the previous inspection visit. This assessment and outcome was explained to the Manager of the service.

During the inspection process

During the inspection the CCO spoke with the Manager, four other members of staff, six residents and five relatives/ friends of residents. A tour of the accommodation was made and interactions between staff and residents observed. Further evidence was gathered from residents' personal plans, care policies and procedures, complaints log, training records and duty rotas.

Inspection Focus Areas and associated National Care Standards for 2007/08

The following National Care Standards for Older People were taken into account during this inspection to support the inspection focus area and the follow up on the service's actions in relation to the requirement made at the last inspection.

Standard 5 - Management and staffing arrangements

Standard 19 - Support and care in dying and death

Findings are reported on under the relevant Standard.

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

### **Action taken on requirements in last Inspection Reports**

There was one requirement made in the last inspection report. This was to ensure that recruitment files evidenced that safe recruitment practices had been completed. The service submitted an action plan to the Care Commission in how they intended to meet this. At this inspection visit five recruitment files were reviewed and evidenced that safe recruitment practices had been followed. This requirement has now been met.

### **Comment on Self-Evaluation**

A completed self-evaluation document was submitted by the service. This was completed to a satisfactory standard and gave relevant information on each of the Standards associated with the inspection focus areas. The service identified its strengths and stated that on going training and updating of staff's knowledge and skills was planned as areas for future development.

### **View of Service Users**

During the visit time was spent speaking with residents in the lounge areas and individually with six residents.

All expressed their satisfaction with the care provided and the facilities in the home.

Individual comments included:

"The care is excellent, you cannot fault it".

"I would recommend it (the home) to anyone".

"All the staff are good".

"Plenty going on".

"It is lovely here at Christmas".

No residents identified any areas for improvement.

### **View of Carers**

Five relatives/ friends of residents were spoken with during the course of the visit.

Comments made in support of the care that their relative or friend received were:

"I'm very happy for him (their relative) to stay here".

"I feel the care here is very good".

"I would recommend the home".

"If I had to come into care then I would come to this home".

All visitors felt that the home's management were approachable and they would have no concerns raising any issues they may have.

## **Regulations / Principles**

**Regulation :**

**Strengths**

**Areas for Development**

### **National Care Standards**

#### **National Care Standard Number 5: Care Homes for Older People - Management and Staffing Arrangements**

**Strengths**

An area for development made at the last inspection visit was followed up and staffing levels were reviewed.

To ensure consistency with the Child Protection policy the service had appointed from the staff team a designated person to take the lead on matters of child protection.

One weeks duty rota was viewed and the numbers of staff on duty on the day of the visit were noted. These figures evidenced that staffing levels agreed with the Care Commission were maintained in accordance with occupancy levels.

**Areas for Development**

The service had received a variation to their staffing notice. This was to allow the use of appropriately trained Senior Care Assistants. The Service's revised staffing notice was to be displayed with the service's Registration Certificate.

#### **National Care Standard Number 19: Care Homes for Older People - Support and Care in Dying and Death**

**Strengths**

Palliative care was an inspection focus area for this inspection. The following areas were explored and validated as part of the inspection process.

The home provided palliative care. Senior staff spoken with were aware of how to access advice, information and support from members of the primary healthcare team and specialist palliative care if this was required. Staff had received training on the use of Borders Palliative Care Integrated Care Pathway, which provided local good practice guidelines. Staff also had access to a Palliative Care Resource file which contained information on pain scales, symptom management and medication guidelines.

The home had a copy of "Making good care better" National practice statements for general palliative care in adult care homes in Scotland. This had been used recently in training sessions and in developing the service's policies and procedures.

Training records, feedback from staff and attendance certificates confirmed that staff had received recent training in palliative care.

### **Areas for Development**

The service had identified that some of the staff needed further training in order to develop their spoken English skills. External training had been identified and was to start shortly. In-house training and support systems provided additional assistance for these members of staff. Progress of this will be followed up at future inspection visits.

**Enforcement**

There has been no enforcement action against this service since the last inspection.

**Other Information**

The Care Commission Officer discussed with the Manager the 'Regulating for Improvement' project- a development which will significantly change how the Care Commission will regulate services from April 2008. It will mean better information, more involvement with people who use care services and their carers, and the introduction of clear gradings which will help people make more informed choices about the care services they want to use.

**Requirements**

There were no requirements made at this inspection visit.

**Recommendations**

There were no recommendations made at this inspection visit.

**Carol Moss**

**Care Commission Officer**