



Inspection report

Grange Hall Care Home Service Adults

Drygrange
Melrose
TD6 9DH
01896 848802

Inspected by: Mandy Falconer
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 18 March 2010

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Service provided by:
Grange Hall (Scotland) Ltd

Service provider number:
SP2003001966

Care service number:
CS2003009179

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Easy read summary of this inspection report

We grade all the Quality Statements for a service at each inspection. Each grade describes how well we think the service is doing based on what we inspected.

We can choose from six grades:



We gave the service these grades

Quality of Care and Support		Very Good
Quality of Environment		N/A
Quality of Staffing		Very Good
Quality of Management and Leadership		N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well

Grange Hall provides service users with very good care and support, from well trained and experienced staff members.

Staff, service users and carers were able to contribute in assessing the quality of care and support provided.

Activities were available throughout the week and were planned well in advance. Information was available within the home of activities taking place.

What the service could do better

The service continues to involve service users, carers and staff through regular meetings, asking their views.

The manager informed the officer that they had a commitment to ensure staff were well trained and supervised within their roles.

What the service has done since the last inspection

The service was maintaining the very good standards offered within the care home.

Conclusion

Overall Grange Hall provides a high standard of care for all service users residing in the home.

Staff spoken with were very happy with the support they received from senior members and were motivated to provide good quality of care.

Who did this inspection

Lead Care Commission Officer

Mandy Falconer

Other Care Commission Officers

N/A

Lay Assessor

N/A

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Blackwells Bookshop
53-62 South Bridge Edinburgh
EH1 1YS
Telephone: 0131 662 8283
Email: Edinburgh@blackwells.co.uk

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and support:** how the service meets the needs of each individual in its care
- **Quality of environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of staffing:** the quality of the care staff, including their qualifications and training
- **Quality of management and leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

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.

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.

Resident's accommodation is provided over four floors with access to each floor provided by stairs and a lift. All resident's 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".

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support	5 - Very Good
Quality of Environment	N/A
Quality of Staffing	5 - Very Good
Quality of Management and Leadership	N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What activities did we undertake during the inspection

This report was written following an unannounced inspection, which took place over the afternoon of 18th March 2010, by Care Commission Officer Mandy Falconer.

As requested by us the service completed an annual return and a self assessment prior to the announced inspection in November 2009.

The officer spoke with the following people:

- Manager
- Registered nurse
- Four care staff
- Three relative/carers
- Seven service users

The officer also spent time in the lounge area observing staff while they were working.

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2009/10 we will focus on:

- Meaningful activity for all adult services
- How care services assess the health of people with learning disabilities
- Involving parents for children's services
- Medication for looked after children for residential accommodation for children
- How care services make sure they have safe recruitment procedures for staff for all services except childminders.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 28 February 2009.

Annual Return Received

Yes - Electronic

Comments on Self Assessment

The service completed the self assessment prior to the announced inspection in November 2009.

Taking the views of people using the care service into account

The officer spoke with seven service users during the inspection. All of the service users were very happy with the level of support they received from the staff.

Service users felt there was plenty going on in the home by way of activities and said they could attend when they felt like it. There was opportunities for service users to go out on a regular basis.

Taking carers' views into account

The officer spoke with three carers/relatives during the inspection of the care home.

All three were very happy with the level of care their relative was receiving. They felt that staff were very helpful and that they were kept up to date with information regarding their relative.

Relatives commented on the very good quality of the food available and the availability of snacks and drinks throughout the day.

One relative was actively involved in the relatives meetings and felt they were of benefit to the service. These meetings were independently facilitated by another carer.

All the relatives felt that the activities and social events available within the care home were very good and there was plenty of opportunity for people to go out if they wished.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths

Not all areas of this quality statement were reviewed.

Strengths in this area were listed in the previous inspection carried out during November 2009. From evidence sampled, including discussion with service users, staff and from inspection of documentation and observation of the operation of the service, these strengths were being maintained.

Staff spoken with during the inspection felt they were involved in assessing the quality of care and support through meetings, training, supervision and reviews of care plans. Staff were observed to support service users in a respectful manner.

The manager was present during the inspection and described how they try to involve all their staff in the running of the service.

Service users had opportunities to be involved in their care plans and how they wanted their care to be delivered. Relatives and carers were invited to meetings and were encouraged to make comments or ideas for improvements.

Areas for Improvement

Recommendations and areas for development identified at the previous inspection will be followed up at the next announced inspection.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service Strengths

Not all areas of this quality statement were reviewed.

Strengths in this area were listed in the previous inspection carried out during November 2009. From evidence sampled, including discussion with service users, staff and from inspection of documentation and observation of the operation of the service, these strengths were being maintained.

Staff and service users were able to describe the range of activities and social events available within the care home. Staff felt there was plenty on offer for service users to occupy their days and they were able to offer choices on how service users wanted to spend their days.

Relatives felt that, when they visited, the staff were very good at spending time with the service users within the home. Relatives were encouraged to take part in events including organised social events and entertainment.

Areas for Improvement

Recommendations and areas for development identified at the previous inspection will be followed up at the next inspection.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

Not all areas of this quality statement were reviewed.

Strengths in this area were listed in the previous inspection carried out during November 2009. From evidence sampled, including discussion with service users, staff and from inspection of documentation and observation of the operation of the service, these strengths were being maintained.

Comments made at 1.1 also apply to this statement.

Relatives spoken with during the inspection had been involved in interviewing senior staff and felt this had been a good opportunity to meet staff and be involved in the service.

Service users had the opportunity to meet staff being interviewed during visits to the home.

Residents and carer's meetings provided an opportunity for updates on staff training and recruitment.

Areas for Improvement

The service should continue to maintain their current standards.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 4

We ensure that everyone working in the service has an ethos of respect towards service users and each other.

Service Strengths

Not all areas of this quality statement were reviewed.

The officer was able to spend time in the lounges, observing staff interaction with service users during the afternoon. Staff were busy providing snacks and drinks to service users in the lounges. Staff spent time speaking with individual service users.

Staff were observed to speak to service users in a polite and respectful manner.

Staff spoken with during the inspection were aware of the need to speak with service users in a respectful manner and knew the importance of service user's need for privacy.

Service users were very complimentary about the way they were treated by the staff and were very happy with the support they received.

Areas for Improvement

The service should continue to maintain their current standards.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Other Information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Not applicable.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

Summary of Grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Environment - Not Assessed	
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Date	Type	Gradings	
21 Oct 2009	Announced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	<i>Not Assessed</i>
23 Mar 2009	Unannounced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
25 Jul 2008	Announced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

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هه بايتسد سيم وونابز رگيد روا رولکش رگيد رپ شرازگ تعاشا هي

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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Improving care in Scotland