

# Braeburn Home Care Home Service

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**Type of inspection:**

Unannounced

**Completed on:**

13 February 2019

**Service provided by:**

Braeburn Home

**Service provider number:**

SP2008009800

**Service no:**

CS2008176891

## About the service

Braeburn Home is an independent charity governed by a voluntary Board of Management. There is a House Committee which maintains close contact with the residents and relatives and provides a bridge to the Board. The building is owned by the Synod of the Scottish Episcopal Church.

Care is provided over 24 hours by a team of nurses and carers and led by the manager. The home has been operating since 1981 and is registered with the Care Inspectorate to provide care for 18 older people.

The home is a large Victorian three storey house with a lift. It sits in a quiet residential street close to the Botanic Gardens and the amenities of nearby Stockbridge. There is a large sheltered garden with a summer house.

There are 18 rooms used for single occupancy of varying sizes, the large rooms can accommodate partners or siblings wishing to share by agreement of each person. All of the rooms either have en-suite facilities or immediate access to a toilet and bathroom.

There are lounges on both the ground and first floor, a dining room and a spacious hall set out with seating and fireplaces.

The philosophy and aims of the home are:

'Braeburn Home provides a caring and nurturing home for life for frail older people who can no longer live on their own' and 'care is individually planned, flexible and sensitive, enable a response to be made to the changing needs and abilities of each resident. Great emphasis is placed on encouraging independence, giving choice of activity, and residents' self respect and privacy are assured at all times'.

## What people told us

We spoke to ten residents and five relatives during this inspection. They told us that they were satisfied with the standard of care within the home.

People expressed gratitude to the management and staff team. They told us that staff were kind and respectful.

Comments included:

- 'It's a nice place, we are glad we found Braeburn'.
- 'I like it here, nothing is too much trouble for the staff'.
- 'No concerns'.
- 'There are enough staff, they help me whenever I need it'.
- 'Settled in very nicely'.
- 'Food is good'.
- 'The food is fine, most of the time'.
- 'There are plenty of things to do'.
- 'Everything's fine here'.
- 'Happy, satisfied, no issues'.

## 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?	2 - Weak
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 evaluated that Braeburn Home was performing at a very good level in relation to supporting people's wellbeing.

People should be treated with compassion, dignity and respect. Residents we spoke with all confirmed that they had very good relationships with staff and that they were offered the right level of care and support to their needs.

They told us that they were treated with sensitivity, being encouraged to do as much as possible for themselves, with the assurance that if they needed help it would be provided.

Throughout our inspection people appeared happy, comfortable and relaxed. They told us 'We are very well looked after here' and 'lovely staff, they treat us well'.

People were able to choose to sit in either of the two lounges, hall (with fireplace and sitting area) or to spend time in their rooms. 'It's my choice to stay in my room, look at it, isn't it lovely'.

We saw two mealtime services. The quality of food was good and residents commented favourably about this. The mealtime was unrushed and very sociable. Staff provided one to one assistance for people who needed some help.

People told us about various opportunities where they were supported to have a good quality of life. This included a range of activities and opportunities to be independent. Examples of this included a recent 'Zoolab' visit, outings to local shops and the Botanic Gardens.

People could be confident that treatments received and interventions were safe and effective. We were satisfied that people received their medication timeously and as prescribed. The manager agreed to review home remedy agreements to ensure that these were in place where needed.

Residents had confidence that if they needed healthcare support that staff would summon the relevant health professional.

We saw that nursing and care staff carried out regular health assessments, and where there was an identified need an appropriate care plan was in place.

## How good is our leadership?

This key question was not assessed.

## How good is our staff team?

**2 - Weak**

We evaluated the service as performing at a weak level in relation to key question 'Staff have been well recruited'.

People using services should be confident that their staff team have been appropriately and safely recruited. Recruitment was not being carried out in line with the Scottish Social Services Council and Care Inspectorate safe recruitment best practice guidance and not in accordance with their own policy.

From our audit we found that at least two members of staff had been employed before their PVG checks were carried out. These are checks that care providers in Scotland must carry out to check that people are not barred from working with vulnerable groups.

References were not always from the last employer but from colleagues. It is important that the organisation seek references from the last employer as they may hold information that colleagues would not necessarily know about a person's suitability for a post.

One person had been recruited through an agency. They had commenced employment prior to the agency providing any evidence of safe recruitment to the home. The manager told us that this had been followed up, however, the agency stated they could not find the relevant evidence. The manager had retrospectively applied for a PVG check and was to seek references.

We were told that some attempts had been made to follow safe recruitment such as employer references, however, there was no evidence of this in the documentation provided.

**(See requirement one)**

## Requirements

1. In order to ensure that service users can be assured that the people supporting them have been carefully vetted to ensure they are suitable people to provide their care and support, the provider must by 30 March 2019, carry out a full review of safe recruitment procedures and ensure that best practice is carried out before and following recruitment, taking into account the Scottish Social Services Council and Care Inspectorate guidance 'Safer Recruitment Through Better Recruitment' November 2016.

**This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24), and in order to comply with Social Care and Social Work Improvement Scotland Regulations 2011 Regulation 9, Fitness of Employees.**

## How good is our setting?

This key question was not assessed.

## How well is our care and support planned?

**5 - Very Good**

We evaluated Braeburn Home to be performing at a very good level in relation to 'How well is our care and support planned'?

Residents should expect that assessment of their care needs and care planning reflects their needs and wishes.

A senior staff member carried out pre-admission assessment prior to a person coming to live at the home, this was to ensure that they could meet the persons needs. On admission a detailed care plan was written up over a period of a few weeks as they got to know a new resident.

We looked at a sample of care plans and were satisfied that these provided accurate and up-to-date information for staff on how to effectively support the person. These detailed people's needs, preferences and likes/dislikes.

Care plans were checked regularly and at least six monthly at review meetings. We discussed with the manager that some review meeting minutes would benefit from more detail and evidence of input from residents and/or their relatives.

Staff had a very good knowledge of people's needs and choices. They spoke well about the care and support people required, in particular where a person had specific support needs.

## 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	5 - Very Good
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 good is our staff team?	2 - Weak
3.1 Staff have been recruited well	2 - Weak
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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