

Wellmeadow Lodge Care Home Service

Meadow Way
Crookfur
Newton Mearns
Glasgow
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Telephone: 0141 639 9644

Type of inspection: Unannounced
Inspection completed on: 29 September 2016

Service provided by:
Care UK Limited

Service provider number:
SP2003002341

Care service number:
CS2011300796

About the service

Wellmeadow Lodge, has been registered with the Care Inspectorate since December 2011. The service provider is Care UK Limited. The service provides care for up to 86 older people.

The accommodation is provided within two neighbouring buildings within a quiet residential area in the south side of Glasgow. The buildings are known as 'The Lodge' (which also houses the office accommodation) and 'The House'.

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com

The Care Inspectorate (SCSWIS) is the new regulatory body for care services in Scotland. It will award grades for services based on the findings of inspections.

What people told us

The following were some of the comments that residents and relatives made to the inspection volunteer and the inspectors, about the service

'The care is pretty good, they come quickly when I call them.'

'My family often think I don't get the care I need and they insist on the GP being called out for me.'

'They have meetings, the chef comes to them.'

'I have on occasions gone to relatives meetings.'

'The place is absolutely well managed, they are very approachable.'

'The food is okay. They did ask me when I first came what I liked and I said I didn't like meat.'

'I think the place is terrific. Mum looks happier than she does at home.'

'Very well looked after.'

'Sometimes there are no staff in the lounge especially at weekends.'

'Sometimes I think they could do with more pairs of hands.'

'I cannot speak highly enough about quality of care that my mother receives.'

'Staff are warm, friendly, welcoming.'

'Mother feels loved and valued by staff.'

'Some staff have left due to retirement.'

'Delighted with the care and attention aunt is getting.'

'If there are any issues, we are informed immediately.'

'Staff are usually very busy, seem to be going through a period of instability in terms of staffing and have noticed a number of changes and agency staff. This concerns me.'

'Satisfied with the overall care.'

'Each visit I have made unannounced has always left a positive result in my mind. Happy with her placement.'

Self assessment

We received a completed self assessment document from the manager. The manager identified what they thought they did well, some areas for development and any actions they planned to take. There was evidence of service user and carer involvement within the self assessment.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

The service sought people's views through meetings and surveys. Each residents also had one per month when they would meet up with different heads of the service, such as the chef, the activities coordinator, and their keyworker, to discuss their choice and to find out how the service around them could be improved to make things better for them.

We looked at personal plans and were satisfied that the care delivered was in line with the care plan. We saw life stories that included a social history. The support plans that we looked at were person centred.

There was evidence that agencies such as the dieticians, speech and language therapy and doctors were contacted when their advice was required regarding care and support given to an individual. We could also see that advice and guidance given by other professionals was followed through.

Safe systems for ordering, storing and administering medication were in place. Staff adhered to best practice.

Residents were reviewed by their GPs on an annual basis. Medication reviews were carried out twice per year to ensure that people still required the medication that they were on.

Since the last inspection, the organisation and service had developed and implemented a new policy and tighter systems for managing residents' finances and valuables.

During the inspection, we observed staff working and interacting with people. We saw positive and healthy interactions. When we spoke with residents and their relatives about the staff that supported them, they told us that staff were attentive and that they were happy with them.

From the records we saw, it was evident that all staff that should be registered with relevant bodies, were registered. The service carried out regular checks to ensure that the registrations remained valid.

We looked at three files of staff who were fairly new in the service. We were satisfied that safer recruitment procedures had been followed when recruiting them.

Staff had started undertaking training in promoting excellence in dementia care. The quality of training delivered for the informed stage was very in depth to ensure a clear understanding of the subject.

What the service could do better

Within some of the care files we looked at, we noted that signatures of residents and/or their relatives to demonstrate their involvement in reviews and evaluations of care plans were missing. There were no documented explanations why this was so. The service should demonstrate more evidence of residents and relatives' involvement in reviews and evaluations of care plans (See recommendation 1).

We looked at records of staff supervision. These showed that supervision was not regular and that some staff had gone for long periods without receiving supervision. We addressed this with the manager. (See recommendation 2).

We noted that there had been a big turnover of staff since the last inspection. Some of the residents and relatives that we spoke with also commented on this. In discussions with the manager, several reasons for staff leaving, came up. The manager also shared reasons why it was proving difficult to recruit staff into some positions. We noted that the service was exploring several avenues to address the issue of recruitment. The service was also making every effort to ensure that staff worked in adequate numbers by using agency staff when required. We were satisfied that the agency staff that were being used were fairly regular and that they were familiar with the people in the service. We will follow this up at the next inspection.

We looked at records for hot water temperature checks. Records showed that these were carried out regularly. The service had already highlighted that some of the daily safety checks were not being carried out during times when the maintenance person was not on duty. An action plan had been drawn up to address this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should demonstrate more evidence of residents and relatives' involvement in reviews and evaluations of care plans.

National care standards for care homes for older people, standard 6, Support arrangements.

2. The service should ensure that staff receive regular support and supervision.

National care standards for care homes for older people, standard 5, Management and staffing arrangements.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
19 Aug 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
23 Feb 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
19 Sep 2014	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	3 - Adequate
16 Feb 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	2 - Weak
4 Sep 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 Sep 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
24 Feb 2012	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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