

Thorney Croft Care Home Service

Sycamore Way
Stranraer
DG9 7BY

Telephone: 01776 888660

Type of inspection: Unannounced
Inspection completed on: 29 March 2017

Service provided by:
Community Integrated Care

Service provider number:
SP2003002599

Care service number:
CS2003010797

About the service

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 01 April 2011.

Thorney Croft is a 60 bedded care home for older people and was purpose built in 1999. It is rurally located in an elevated position overlooking the town of Stranraer. It is registered to provide care to for up to 60 people. Included in these numbers is the provision for respite care for one adult.

The home provides accommodation in six group living units. Each unit is comprised of 10 bedrooms. All residents' bedrooms have en-suite toilet and sink facilities, with communal lounges and dining/kitchen areas. The home covers two floors serviced by a passenger lift and a staircase. Three of the units are dedicated to providing a total of 30 places for older people with enduring mental health problems and living with dementia, these places are included in the overall numbers.

There are secure garden areas available for the use of residents on the ground floor of the home. The garden area has been totally landscaped and provides a very nice area for sitting and walking for residents, however we noted there was limited access for residents to the garden areas for them to wander freely.

Since the last inspection there have been a number of changes to the management of the care home which has resulted in limited progress in addressing issues raised in the last inspection report. There has been a newly appointed manager in post since 28 June 2016, from our initial discussions and feedback from others has been positive. The organisation needs to provide some management stability and consistency to ensure they can achieve results in addressing the outstanding requirements and recommendations we have repeatedly made.

What people told us

We did not send out any care standards questionnaires for this follow up inspection. During our visit we spoke with six residents and five relatives.

We received positive feedback from everyone we spoke to about the quality of the staff and the standards of care and support they provide.

We hear good comments about the staff team and relatives found them caring and helpful, always willing to help and smiling. One relative described them saying, "they are perfect."

The manager continues to operate an open door policy and encourage residents and relatives to feel at ease if they need to approach and enquire of anything. The people we met commented on the manager and the positive influence this has had on the care home service.

Self assessment

We previously received an appropriate completed self assessment document, which is still relevant to this follow up inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

What the service does well

The manager and staff team at Thorney Croft care home continue to work hard to maintain the good standards of care and support they have achieved to date. They continue to seek further improvements and strive to develop the service. They provide a warm and friendly welcome demonstrating a caring and compassionate approach to their residents and families.

The manager has provided some needed stability within the service and with their personal characteristics, professional skills and knowledge they have helped the service to achieve improvements in many of the themes we inspected. We received a very good action plan in response to requirements and recommendations made in the previous report. The manager and staff team at Thorney Croft have worked hard to address these issues. The care home is progressing in a positive manner with potential for further improvements and development.

The service provider has responded well in relation to the need to support the development of the staff through their training, registration and supervision requirements.

What the service could do better

This service needs time to allow the good standards they have achieved at this inspection are embedded within the ethos and culture of the service provided at Thorney Croft. The provider needs to continue to support the staff team in meeting any requirements set by the relevant regulatory bodies.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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	
30 Aug 2016	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
19 Nov 2015	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
28 Jul 2015	Unannounced	Care and support	2 - Weak
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
7 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
11 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Nov 2012	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
28 Sep 2011	Unannounced	Care and support	4 - Good

Date	Type	Gradings	
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
6 Dec 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
13 Jul 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
1 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
19 Jun 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
26 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
25 Jun 2008	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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