

## Wardside House Care Home Service

Wardside  
Muthill  
Crieff  
PH5 2AS

Telephone: 01764 681275

Type of inspection: Unannounced  
Inspection completed on: 16 August 2017

**Service provided by:**  
Wardside House

**Service provider number:**  
SP2003002130

**Care service number:**  
CS2003009779

## About the service

Wardside House is in the village of Muthill, south of Crieff in Perth and Kinross. The home provides accommodation to a maximum of 32 older people. There are 28 single rooms and four suites which are appropriate for couples. All rooms have ensuite facilities and there are communal bathrooms and shower rooms also available for use.

There are a range of lounge areas which vary in size but all are light and spacious. A communal dining room is central to the home which people can use, equally people can eat in lounge areas or their own rooms.

The grounds are very well maintained and are easily accessible to people. The home has an open front door policy and this reflects the abilities and wishes of those resident.

The majority of people who live at Wardside have chosen the home independently or with family support - not through the Social Work Departments contractual processes. The home can also offer short term stays when beds are available.

The social care staff are supported to meet peoples needs by the local community nursing and primary care team. Wardside are aware of what care needs they can support in the home and will discuss this with people considering the home.

The resident handbook includes the objectives of:

'providing accommodation for older people who are in need of care and protection, to give a standard of care equivalent or better to that which might be given by competent and caring relatives: and to be able to respond to emotional as well as physical needs'.

The provider of the service is also the registered manager The registered manager is supported by a depute manager and a senior care team. Many of the staff team are local to the area and we saw that this was valued by the people living at Wardside.

We visited the home between 9:30 and 18:00 on Monday 14 August and 9:30 and 16:30 on Wednesday 16 August. We provided formal Inspection feedback to the manager, depute and 2 people resident on Wednesday 16 August.

## What people told us

We met with 2 people resident and 2 relatives during a MacMillan Coffee afternoon outwith the Inspection visit. All praised the home highly and those resident had chosen to move in after a short respite stay. They felt very well cared for by a consistent supportive and considerate staff team.

During the Inspection, we met with a further 6 people on an individual basis and joined in some group meetings. People described the high standards of care and support they received. They described an 'exceptional' and 'excellent' home, with responsive managers and local, kind and caring staff. People praised the house keeping standards and felt very involved in wider decision making in the home. People living at Wardside were well placed to give their opinions on their home and felt enabled to do so.

Relatives were very confident in the staff and management team. They told us that staff were consistent, knew people well and stated that staffing levels, recruitment and retention did not appear to be an issue. Relatives commented that health concerns and general changes in well-being were quickly identified and families/health professionals notified. They confirmed being involved with regular formal reviews of care. Relatives commented that staff were respectful and addressed people appropriately. One relative commented 'It is remembered that this is people's home'.

Relatives also described a very clean, well kept environment with very good house keeping standards and a great choice of meals and snacks.

We sent questionnaires to people living at Wardside and their relatives before we visited. Written comments included:

It's an excellent care home'

'Understanding and caring'

'Comfortable, well cared for'

'Lovely views of well-kept grounds'

'A sympathetically run care home with an exceptionally happy and pleasant atmosphere'

## Self assessment

We did not request a self assessment this year. We advised the service to consider implementing their own development plan which would support them to evaluate areas of progress and further development.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## What the service does well

In Wardside House real recognition was given to people's character, previous life experiences, interests and future wishes. Many of the people who reside at Wardside have maintained a good level of physical and mental well-being. We could see that their independence was respected, valued and encouraged.

There was an exceptional standard of engagement with people who lived in the home and we saw how people were listened to and their feedback acted upon. As an example, we attended the weekly meeting with people resident and the cook. Thirteen people attended and one of the residents minuted the meeting. All present reviewed the previous weeks menu and gave honest feedback. The cook responded and told people how she would take their feedback forward when required. The coming weeks menu was then discussed and people's individual preferences acknowledged. For example, salmon ordered for some from the local fish monger if they did not want the haddock that was planned. People commented very positively on the standards of the meals and on the flexibility available. Comments included 'I'm astonished that you manage all of this' and 'you are very considerate, thank you for doing my rhubarb separately'.

We joined the craft class and observed how the activities lead tailored the class to meet a range of people's needs. The task linked in with a local community project and this meant that people knew that they were contributing to a worthwhile and meaningful exercise. The activities lead was very skilled at working with people's needs and character. Two people in particular led on Wardsides' newsletter 'The Gazette' and this was very much enjoyed by them and linked to their strengths, previous employment and interests.

People in the home enjoyed each others company and some very positive friendships had developed. We were aware of a particular relationship between 2 people who met daily to read together and this had significant benefits for both involved.

Peoples preferences and rights were respected. As an example, people's rooms were very homely with a range of their own personal belongings. It was recognised that people's rooms reflected their character and for some people, this meant being able to have all your things around you and visible - and for others, this was not as important.

People told us that the standards of housekeeping and laundry was very high and we saw how people were well supported with their personal care and appearance when required.

People resident, relatives and staff told us of a responsive management team. Management understood what was important to those resident and their families. Staff gave examples of matters being addressed promptly by management when required in a constructive way.

There were effective and strong links with community staff. GP and community nurses visited regularly as did the local pharmacy who staff told us were very responsive when people's needs changed.

We concluded that the home was led by the needs and routines of those resident and as a result, people felt highly valued and that their home met all their expectations. Many people commented that the home was 'excellent' and 'exceptional' and this is reflected in the Grade that has been awarded for Care and Support.

## What the service could do better

The majority of people currently living at Wardside were physically quite independent and had the capacity to ask for supports when required and make their views known. Some of the areas for development that we discussed with management would support them to prepare for the developing needs of people in the home. In summary:

Care Planning - There were examples when changes in peoples health were not reflected in enough detail. For example, when people's dietary needs changed or there had been a period of weight loss, a plan of care must clearly state how this is to be managed and there must be regular evaluation to demonstrate how this need is being met. This should include recordings of how often people are to be weighed.

Care Planning for short term stays - We discussed with the management the level of detail required for different types of stays. The depute manager will take this forward.

Formal Staff Meetings - Would provide staff with a structure to reflect on their practice, development needs and outcomes from learning events. Areas to be progressed could include the expansion of 'champions' in the home, the benefits of implementing the excellence standards in dementia care and the formal development of staffs competency assessments.

Service Development Plan - We advised the management to put in place a service development plan. This will enable the home to plan developments and improvements in the home and evaluate areas of progress. Some example documents have been shared with the management.

Transport - We acknowledge the high level of family involvement at Wardside which meant that the majority of people had regular opportunities for days out. However, it was reported by the Care Inspectorate in the 2016 report that some people would welcome more opportunities for days out organised by the home. This had not been progressed and was commented upon again by a few people resident.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
31 Oct 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
9 Sep 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
27 Aug 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
25 Sep 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

Date	Type	Gradings	
19 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
1 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
15 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good
15 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
31 May 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
20 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate
3 Jul 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate
19 Feb 2009		Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 3 - Adequate Not assessed



Date	Type	Gradings	
20 Oct 2008	Announced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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