

Westacres Care Home Service

3 Westacres Road
Newton Mearns
Glasgow
G77 6WW

Telephone: 0141 616 5102

Type of inspection: Unannounced
Inspection completed on: 9 January 2018

Service provided by:
Newark Care

Service provider number:
SP2003002370

Care service number:
CS2003010478

About the service

Westacres provides residential and nursing care to 40 older people. The service is owned and managed by Newark Care and is situated in a private housing estate in Newton Mearns. The purpose built property is on three floors with the residents' accommodation on the ground and first floors. There are well maintained gardens with seating areas, and some off street parking.

The new manager officially took up post in November 2017. This appointment was viewed positively by those spoken with at the inspection.

The stated aims of the service are to provide the highest standard of care and accommodation, to treat each resident with respect and dignity according to their individual requirements and needs and to encourage them to exercise their rights to choice and privacy and to be as independent as possible with maximum support. While the service is provided within a Jewish Orthodox setting, people of other faiths or no faith can be considered for admission.

What people told us

Before the inspection, we sent care standards questionnaires to the manager to distribute to residents and relatives. Eleven residents and thirteen relatives returned completed questionnaires and we spoke with six residents and three relatives at the inspection. They confirmed that they were overall very happy with the quality of care. Some of their comments were:

- I am grateful to the carers
- I have been here a short time but am happy with the quality of the environment
- Not always manage to meet healthcare needs try hard to though
- Staff are sometimes not very prompt when answering the buzzer system
- The food could be improved
- The service in this home is just as I like it
- I think the service is very good
- Surprised at turn over of appointed managers in last 24 Months
- Residents would benefit in lounge areas from a member of staff being present as not all able to communicate their needs
- At 94 years of age my mother has been given a new lease of life and lives to go out with caring staff
- I am particularly pleased at the individual attention and support that my mum receives with regard to her diabetes
- Overall I am delighted with the care support and attention my mum has received
- My mum is very happy with the care she receives. She tells me the staff are all very nice and caring and she is able to have a laugh and a joke with them which is very reassuring for me to know she feels safe and content
- I am always kept well informed of any developments concerning my mum. Sometimes I feel activities can be a bit repetitive week after week but overall I am very satisfied with the care she receives
- Overall I am completely happy with the care and support my mum receives from staff. My mum is happy and has been able to live out her later years in a safe and comfortable environment with other people.

Self assessment

A self assessment was not requested as part of this inspection.

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

Overall we found that people were well cared for and supported by staff. From discussions with residents, their relatives and responses to our questionnaires people told us they were well looked after and that their needs were being met. Families told us about their involvement in planning and reviewing support needs which helps promote person centred care.

Care plans provided some good information on individual's needs and preferences and how staff should support these. This includes short-term plans to cover periods of illness. Appropriate risk assessments were used to assess nutrition, falls and skin integrity. Where a risk was identified we could see that the service took action to address this.

The service had links with the local GP practices and where needed referrals were made to other health professionals such as Dieticians and Dentists for support and guidance.

People who live in the service and their relatives commented positively about the staff and we saw staff supporting people at their own pace in a dignified manner. From our observations there was a good working relationship between the staff members'.

The service was staffed appropriately to meet the needs of those living there. This was kept under regular review by management.

We noted that staff were safely recruited and inducted into the service. This was confirmed through discussions with staff.

The service ensured that all staff were registered with their relevant governing bodies and where any conditions had been applied to a person's registration management were aware of these and could support staff to meet these.

The service was able to show all mandatory training and any additional training undertaken by staff. This showed where there were gaps in specific training and where staff needed to have training updates. Management advised that they used this information to develop a training programme for the coming months. This would help to ensure that staff had the necessary skills and training to meet the varied needs of those living in the service. We will review how effective this has been at the next inspection.

A range of activities and entertainment were made available and enjoyed by those taking part.

What the service could do better

Although we generally found really good information in people's personal plans we found, in some areas, the information was contradictory. This could lead to confusion over the care and support to be provided to an individual and could have a detrimental effect on the person's health and well-being if not documented correct. (see recommendation 1)

A number of six monthly care reviews had not taken place, this was highlighted to the new manager. The service need to ensure that, going forward, a system is in place to allow staff to have a clear overview of review dates to ensure reviews take place in line with legal requirements. Management also need to ensure that where actions are agreed at reviews the service can show that these have been followed through.

During the inspection we noted some issues with medication recording. This related to recording of medications and medications being out of stock. Failure to manage a persons' medication has the potential to impact on their health and well-being. This had been recently highlighted through the services own audit systems for management to action. We will review the outcome of this at the next inspection.

The service could evidence that it sought the views of people who lived there and their relatives on the service provided. However, management need to consider how they can report on any surveys undertaken and also how they can show what actions are taken to address any issues highlighted. This would reassure people that their views were valued.

The new manager was aware of issues in relation to how staff supervision had been carried out in the past and was working to re-establish an effective and meaningful appraisal and supervision system for staff. We would signpost management to the 'The Framework for Continuous Learning in Social Services' the Scottish Social Services Council (SSSC) publication for information and guidance on on-going staff training and development. We would also suggest that the service look at developing reflective practice. This would allow staff to discuss how training attended has impacted on their practice and therefore improved care provided to those living in the service.

Management needs to develop an effective quality assurance system to allow management to have an effective overview of the whole service and help to identify both strengths and areas of improvements. We discussed this at the inspection and the manager has agreed to take this forward. We will review the impact of this at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Management should develop systems to more regularly audit personal plans to ensure that the information contained in these clearly reflects the care and support needs of the individual.

National Care Standards Care Homes for Older People Standard 6 Support 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	
21 Nov 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
23 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
15 Dec 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
12 Dec 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Dec 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
6 Aug 2010	Announced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 5 - Very good
17 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 5 - Very good Not assessed
22 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
5 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 4 - Good 4 - Good
10 Oct 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good

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