care inspectorate

Strathtay House
Care Home Service

Harley Place
Perth
PH1 5DP

Telephone: 01738 632343

Type of inspection: Unannounced
Inspection completed on: 16 January 2018

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Care service number:
CS2011300762

HAPPY TO TRANSLATE

About the service

Strathtay House is a purpose-built single storey care home located in a residential area of Perth. It is owned by HC-One Limited.

Strathtay House provides a residential service to 40 older people. It is divided in to two units, a 24 bedded unit called 'Purple Heather' and the 'Daffiodil', a smaller 14 bed unit, which is specifically for people living with dementia.

All residents have single rooms with en-suite toilet facilities and access to a variety of sitting and dining areas. There is also an enclosed outdoor garden area.

The homes statement of aims and objectives include:

'To provide the highest standard of care in a warm and homely environment, which encourages individuality and promotes independence and physical and social well being.'

What people told us

Prior to our inspection we sent out a total of 38 questionnaires, 21 questionnaires were returned; five from residents, eight from relatives and eight from staff. During the inspection we spoke to five residents, nine relatives and seven members of staff.

Residents told us they were happy with the care they received and that they were well looked after. Comments included:

'I like it here, I am well looked after.'

'The staff are very kind to me.'

'I have my own things in my room.'

Residents and relatives spoke very highly of the staff and of a kind staff team who paid attention to detail and looked after them well. Relatives were confident that their loved ones were well looked after and were receiving a good level of care. They were positive about the manager and the staff. They told us that they found all of the staff very approachable and that they were always made to feel very welcome when they visited. Relatives told us they were involved in the care planning of their relative and they were confident that staff had the knowledge and skills to care for their loved ones. Comments included:

'I am fully involved in my mother's care planning and reviews.'

'My father is very well cared for, he is always clean and tidy.'

'I couldn't ask for more.'

'The staff are kind, caring, respectful and calm.'

'It has a homely feel.'

'Mum is really happy'

'I am completely happy with everything.'

'The staff are excellent.'

'My mother is always treated with respect.'

'Staff are very friendly and helpful.'

'My mother has never looked so well.'

'I can't think of anything I would change.'

'Mum is really happy.'

'Mum's condition has improved immensely since moving in.'

'Staff have managed bereavement support very well.'

'All staff very attentive and helpful.'

'Excellent staff'.

Family members felt able to talk to staff and the manager if they had any concerns:

'The communication with staff is brilliant.'

'Staff are very approachable and helpful.'

'The new manager is very approachable.'

Staff had a good understanding of people's abilities and support needs, they knew the people they supported well and we observed them caring for residents in a calm and respectful manner. Members of staff we spoke to expressed a high level of satisfaction at working at Strathtay and told us they felt valued and supported by the manager. They also told us they were clear about their roles and responsibilities, and were positive about the training, development and support they received, to enable them to do their job. Comments from staff included:

'All the staff have the same values.'

'We are here for the residents.'

'Respect is important.'

'I love working here.'

'I feel supported in my job and I feel part of a team.'

'I feel valued by the manager.'

'I feel confident to do my job.'

'The manager is interested in you.'

'She is very visible on the floor, she even does shifts.'

'She's not afraid to get her hands dirty, she mucks in.'

Self assessment

A self assessment was not requested this year.

From this inspection we graded this service as:

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

What the service does well

Strathtay House has a calm, friendly and welcoming atmosphere and the service has a clear vision of what it wants to offer and achieve for residents. This was consistent with our observations during the inspection and there was a wealth of evidence that supported peoples positive sense of wellbeing.

We observed residents being well cared for and there were positive relationships and interactions between residents and staff. We looked at care plans to ascertain how the service meets, delivers and evaluates people's care and support. All residents had their own individual case files which contained a lot of person led information and gave a clear profile of the person. Recording was of a high standard and close attention was paid to the individual needs and preferences of residents. We saw from residents files that they had access to input from a range of health professionals and that their health needs were being met. Care plans were reviewed and updated regularly.

We observed interactions between staff and residents. Staff worked together to ensure positive outcomes for residents, they were attentive, knew the people they supported well, had a good awareness of each person's care and support needs and were able to tell us what was important to a person. Furthermore staff were confident in their roles.

We saw excellent communication records with both health professionals and relatives. Family members had opportunities to influence service development and the service was proactive in developing resident/relative participation. Residents and carer's views were actively sought, for example on menu options and activities. This promoted effective communication and helped ensure residents individual preferences and interests were met.

Residents had a range of activities to choose from and all residents were encouraged and where necessary supported to be involved. Activities were meaningful and supportive of people's abilities and level of independence. We observed residents being offered choice with daily routines, meals and activities being changed according to individual preference.

There was an ethos of open communication. The manager had an open door policy, was very hands on within the service and has a good knowledge of individual residents and what was happening on a day-to-day basis. In addition the manager was committed to providing a quality service, staff were supported through a program of training and development opportunities and were encouraged to participate in continuous development and reflect on their every day practice.

The home was clean and odour free, there were regular audits and there were excellent quality assurance systems in place that covered all aspects of the service.

What the service could do better

The level of information contained within the care plans was of a high standard with information regarding each residents health and individual preferences easily accessible. It was clear from our observations and the evidence gathered that each residents care was person led and carried out in a way that was individual to and met their needs. We did however feel that care plans would benefit from being written in a more outcome focussed way.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings	
3 Oct 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
19 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 5 - Very good
31 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 4 - Good
15 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
25 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
4 Jun 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
5 Mar 2013	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak Not assessed Not assessed
5 Mar 2013	Unannounced	Care and support Environment Staffing	2 - Weak 2 - Weak Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
22 Mar 2013	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
10 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate Not assessed Not assessed
10 May 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
12 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 2 - Weak 3 - Adequate

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