

## Lochside Care Home Care Home Service

Shandon  
Helensburgh  
G84 8NN

Telephone: 01436 820102

Type of inspection: Unannounced  
Inspection completed on: 31 January 2018

**Service provided by:**  
Lochside Care Limited

**Service provider number:**  
SP2011011678

**Care service number:**  
CS2011300482

## About the service

Lochside Care Home is located near the village of Shandon around 4 miles from Helensburgh. It is owned and managed by the Argyll Group.

It provides care, including nursing care, for up to 39 older people, some with dementia. This included 4 places for respite. Most rooms are for single occupancy and are en suite. There are a small number of double rooms which are also en suite.

It has been registered with the Care Inspectorate since 2011 and was previously registered with the Care Commission.

## What people told us

Residents and carers we spoke to were very happy with the standard of care at Lochside Care Home. Comments included the following:

'I enjoy when the staff are around to keep me company and interact with.'

'Quality of care very good and lots of support if and when required.'

'Our mother is noticeably calmer and happier now, despite her deteriorating health and her dementia.'

'In general, staff are kind and caring.'

## Self assessment

The Care Inspectorate has not requested self-assessments in this inspection year

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

Residents and family carers we spoke to were satisfied with the level of care at Lochside Care Home. Individuals looked cared for. Generally, staff took time to chat with them as well as support them.

Medication is essential for most care home residents. Lochside Care Home had good systems in place for supporting people with medications. Staff were seen to be competent and confident in this area.

Nutrition plays an important part in ensuring the well being of individuals especially those with complex health needs. We saw evidence that Lochside Care Home monitored residents' dietary needs on an on-going basis, ensuring good outcomes for residents. This included helping residents gain and maintain healthy weights and providing a varied, nutritious menu.

The service had a range of activities to stimulate residents and encourage them to be active. This ranged from daily newspapers to activities like aerobics, films, carpet bowls and having visits from entertainers.

Care home residents can be prone to serious skin problems because of reduced mobility. We saw that the service closely monitored residents' skin conditions and took, effective remedial action when required. The nursing and care staff worked closely with local health staff and this approach resulted in good outcomes for residents with very few having serious skin conditions.

Residents with dementia were well supported by the service. We saw staff being patient and persistent with residents who were upset or disorientated. Most staff had taken part in Promoting Excellence learning which trains staff on working with people with dementia. Some staff had completed this at an advanced level. This meant residents were assisted by staff with an understanding of their how dementia impacts on their lives and how best to support them achieve appropriate outcomes.

Reviews of care plans are important to ensure the most appropriate assistance is given to residents and take account of changing needs. We found that reviews did not happen on a regular basis and we make a requirement on this. See Requirement 1.

Some residents sat separately from most others at mealtimes. We think that they should be encouraged to take part in the communal dining experience for stimulation and company.

## Requirements

### Number of requirements: 1

1. By 26 April 2018, the service must demonstrate to the Care Inspectorate that:

(a) it has introduced a system of reviews for all residents at no less than 6-monthly intervals

(b) the reviews should clearly detail the impact of support on service users outcomes, changes made to supports and be agreed with the resident or carer.

This is in order to comply with Regulation 5 of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010)

## Recommendations

### Number of recommendations: 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The home is maintained to a high level of cleanliness and comfort. Residents' lounges are spacious with good views of the coastline.

The home is well equipped with appropriate hoists and other equipment to ensure residents who require assistance with moving are supported safely.

Residents rooms are en suite. Some are suitable for couples living together. This provides choice to people who do not want to be separated if one needs a care home service.

Some areas of flooring require attention to avoid them becoming potential trip or slip hazards.

The maintenance records we reviewed were up to date but require to be kept in a more organised manner. This will ensure that all aspects of the service meet regulations that keep residents safe and secure and will assist management in auditing compliance with regulations.

We were concerned that the main corridor is very narrow restricting people being able to pass easily. The provider showed us plans to address this and gave assurances that this will be addressed in the coming months.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

Generally, we saw staff supporting residents in caring and respectful ways. They dealt promptly with any requests for assistance and were patient with individuals who had become distressed.

We were concerned to see that staff were not always attentive to residents. We saw groups of staff talking to each other in residents' lounges and not paying attention to residents. This could be seen as a lack of respect for residents and is not in keeping with other aspects of the care we saw. This practice should be addressed by service as a matter of importance,

We saw well managed staff handovers which ensured staff had the right information about the wellbeing of residents and any necessary changes in support to be given. The service had introduced a system of work allocation which resulted in each individual being cared for by small groups of staff rather than the full staff

group caring for all residents. These approaches helped ensure individuals received a consistency of care throughout the day and night and good outcomes for them.

We saw that the service made sure staff received relevant training for their roles. It had ensured that the majority had completed relevant training in dementia care which is particularly important for many of their residents. Some staff had responsibility for promoting good oral care and moving and handling skills amongst other staff. Staff also had access to on-line learning. Nursing staff had been supported to achieve validation with the Nursing and Midwifery Council (NMC). Overall this meant that residents could be confident that the staff working with them had the appropriate level of training to meet their support needs.

Staff did not receive supervision on a regular basis meaning that they did not receive opportunities to review and develop their practice. See Recommendation 1.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. Support and supervision of staff is a key element in ensuring quality of care. To achieve this the service should ensure that all staff receive supervision on a regular basis. The conclusions for each supervision session should be agreed and signed by each party. The sessions should be scheduled in advance.

National Care Standards, Care Homes for Older People: Standard 5, Management and Staffing.

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

The service had a comprehensive development plan which covered all aspects of operations and had clear goals and time-scales.

Management played an active part in the service, attending staff handovers and providing direction and support to staff, where appropriate.

The manager had identified key areas for staff training and had ensured staff were able to participate and use the skills gained when supporting residents.

Good use was made of staff meetings to inform and involve staff about service developments.

The manager had introduced systems that helped staff get to know residents better, helped residents build up relationships with staff and resulted in improved outcomes for residents.

The service did not have regular management meetings, involving the manager, deputy manager, nurses and senior care staff. We think this could provide the service with a useful, wider oversight of the service.

The staff handovers take place in a small area which is subject to residents and staff passing through. This risks confidentiality and dignity of residents. The service should consider if other more appropriate areas might be available.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 – good

## What the service has done to meet any requirements we made at or since the last inspection

## Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

## Previous recommendations

There are no outstanding recommendations.

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
8 Feb 2017	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 4 - Good
11 Feb 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
4 Dec 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
14 Feb 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 4 - Good
27 Jun 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
22 Jan 2013	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate
3 Jul 2012	Unannounced	Care and support 3 - Adequate Environment Not assessed

Date	Type	Gradings	
		Staffing	3 - Adequate
		Management and leadership	Not assessed
28 Feb 2012	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate



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