

## Skye View Care Centre Care Home Service

1 Arran Drive  
Airdrie  
ML6 6NJ

Telephone: 01236 762 242

Type of inspection: Unannounced  
Inspection completed on: 18 April 2018

**Service provided by:**  
Skye Care Limited

**Service provider number:**  
SP2012011795

**Care service number:**  
CS2012307045

## About the service

Skye View is registered to provide a care service for 24 older people and people under 65 years who are diagnosed as living with dementia. The service is owned and managed by Skye Care Limited.

The service is situated in a quiet residential area of Airdrie. There are local shopping facilities and public transport links. The accommodation is situated on two floors with lounge and dining areas on each floor. All bedrooms are single and have en-suite facilities. There is a pleasant front garden for resident use and parking facilities for visitors.

The aims and objectives of the service state: 'We will endeavour to provide 24 hour holistic care to specialised dementia residents in a supportive and comfortable environment. It is our objective to promote independence and help each resident reach their maximum potential. We will ensure that their wellbeing, privacy and dignity are maintained at all times. We actively promote resident and relative participation in all aspects of our service.'

## What people told us

Prior to the inspection we sent out 10 questionnaires to the manager to give to residents and their families. We received seven completed questionnaires back. There was an inspection volunteer involved in the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service being inspected and gather their views. Everyone was happy with the care and support that they or their relative received at Skye View and spoke highly of the staff and management team.

Comments we received from people included:

- The care is very good...my relative is always dressed nicely and they take time to see that things match.
- The care is as good as it gets.
- Staff and management keep me up to date at all times....they are very approachable.
- The food is excellent.

## Self assessment

We are not currently asking services to submit this.

## From this inspection we graded this service as:

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

## What the service does well

We found Skye View to feel very homely and welcoming. We received positive comments from everyone we spoke with as part of the inspection process.

We sampled personal plans and found that these contained a very good level of detail to guide staff on how best to care and support for each person. Relevant risk assessments were in place and used to inform the care for each resident. Reviews were held six monthly and involved residents and/or their family.

We saw that a weekly activity planner was on display. People we spoke with told us that there were plenty of things going on in the home. This included some links with the local community, with plans in place for outings in the better weather.

We observed mealtimes to be a relaxed and pleasant time with support being offered to people as they needed this. People told us that the food was good and that they had lots of choices throughout the day for snacks and drinks.

We found that management had systems in place to monitor all aspects of care delivery and these were used to continually develop the service.

We observed people living at the service to look well cared for and saw lots of friendly and relaxed interactions between staff and residents and/or their relatives. People we spoke with told us that staff and management were very approachable and that they felt communication between them was very good.

## What the service could do better

We asked the service to look at how they keep people who use the service informed of events and meetings in the care home and perhaps make more use of their notice boards.

We found that there were a couple of pockets of odour in one unit. We discussed this at feedback and felt assured

We concluded that the service demonstrated a commitment to continue to involve the residents and relatives in assessing and improving the quality of the care and support provided by the service. We discussed various ideas for enhancing this.

## 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								
11 May 2017	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	5 - Very good
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Environment	5 - Very good									
Staffing	5 - Very good									
Management and leadership	5 - Very good									
25 Jan 2017	Unannounced	<table> <tr> <td>Care and support</td> <td>Not assessed</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	Not assessed	Environment	Not assessed	Staffing	Not assessed	Management and leadership	Not assessed
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Environment	Not assessed									
Staffing	Not assessed									
Management and leadership	Not assessed									
29 Jun 2016	Unannounced	<table> <tr> <td>Care and support</td> <td>3 - Adequate</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	3 - Adequate	Environment	4 - Good	Staffing	4 - Good	Management and leadership	3 - Adequate
Care and support	3 - Adequate									
Environment	4 - Good									
Staffing	4 - Good									
Management and leadership	3 - Adequate									
14 Dec 2015	Unannounced	<table> <tr> <td>Care and support</td> <td>Not assessed</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	Not assessed	Environment	Not assessed	Staffing	Not assessed	Management and leadership	Not assessed
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Environment	4 - Good									
Staffing	4 - Good									
Management and leadership	4 - Good									

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