

## Wyvis House Care Home Care Home Service

Station Road  
Dingwall  
IV15 9FF

Telephone: 01349 866464

Type of inspection: Unannounced  
Inspection completed on: 22 March 2018

**Service provided by:**  
RDS Healthcare Limited

**Service provider number:**  
SP2005007319

**Care service number:**  
CS2008188661

## About the service

This service has been registered since 2009.

Wyvis House is registered to provide a care service to a maximum of 50 adults, of which some older people may have dementia, mental health problems or physical and sensory impairments.

The provider is RDS Healthcare Limited.

Wyvis House is a modern, purpose-built care home. The home is close to public transport links and the local amenities of the town of Dingwall in Ross-shire. All except two of the bedrooms are single occupancy and all contain en-suite toilet and shower facilities. People living at Wyvis House can use the sitting rooms on both floors. There are a number of communal rooms, lounges, dining rooms, bathrooms, showers and toilet facilities situated throughout the care home. There is a small enclosed garden area to the front of the building.

The aims and objectives of Wyvis House are to:

- Attain the best quality of life allowing choice and diversity
- Maintain dignity, privacy and independence
- Provide a modern, creative service encouraging participation within the community.

There were 48 people using the service during the inspection visit.

## What people told us

People who used the care service were invited to take part in the inspection by filling in a questionnaire, or talking with the inspectors. Three people using the service and six relatives returned the care standard questionnaires. The majority of people who returned questionnaires told us overall, they were very happy or happy with the quality of care they, or their relative received at Wyvis House. We spoke individually with five people using the service and five relatives during the inspection visit. We received some mixed views from them, however, the majority of views we received were positive.

Comments included:

'It has a lovely atmosphere and so clean and homely'

'My room is fine, they keep it nice and clean'

One person told us their room did not get hoovered and their waste bin wasn't emptied yesterday

'Its a comfortable home. I'm fine here. The place is kept clean'

'Happy with the care'

'I feel safe here, it is a good home. I have lots of visitors. I've got bits of my own furniture, lots of personal things'

'Its not a bad place to be in. I get good care but I don't like the bed'

'The whole set up at Wyvis is perfect and I'm very settled, happy and impressed'

'Feel at times that there is a shortage of staff'

'I have to say when my relative was very ill the staff have come in to their own and the senior staff are very capable and experienced therefore in that respect I have to commend them - the care has been excellent.'

## Self assessment

The service had not been asked to complete a self assessment in this inspection year. The service had an improvement plan. We discussed the services systems for monitoring and how they planned for improvements.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

Overall, the outcomes for people experiencing care were good.

Staff had a kind and caring approach. Some staff interactions with people who were displaying signs of distress were good and offered reassurance. People using the service generally looked well cared for and staff seemed to know them very well. This offered people experiencing care and their relatives reassurance.

'I feel safe, it's quite a good home'

'It's a comfortable home. I'm fine here'

'I get good care'

'It is a good home and we are happy to have him here, we can relax knowing he is well cared for'

'I'm happy with the care, once I go home I don't have to worry about him.'

Activities were planned on a monthly basis and coordinated by the activities organisers. People using the service and relatives we spoke with gave very good feedback about the activities and entertainment that were available. The activities organisers worked at different times through the week to support people with activities in the home and wider community.

Care files contained some very good assessment information. Staff had continued to improve the information in care plans about the support people needed. The care files were large and sometimes information was not easy to find making them difficult and time-consuming to use. Consideration should be given on how to make the information more user-friendly and easier to access. People's health needs were regularly monitored and there was good involvement of other professionals involved in the person's care to support this.

The feedback about the food and meal choices was very good and people seemed to enjoy their meals. Staff had a good awareness of people's dietary needs and monitored people's weight regularly.

The arrangements to support people with their medication was generally satisfactory.

People using the service and relatives views about the staff were positive.

'Staff are very good, nothing is too much trouble'

'The carers are very good and helpful'

'Staff are very good, they are 'cheeky' to me, but I couldn't wish for better people'

'They are very nice, we have a good laugh and I enjoy having a laugh with them'

'Friendly, helpful staff, so caring and willing to do anything, and are supportive to us relatives'

One person spoke of the staff looking after their relative with such dedication. Another spoke of the staff being supportive to them.

Staff felt they provided good care and treated people well. Staff told us they enjoyed their job although sometimes felt they didn't have enough time to spend with people. The management had reviewed the staffing and recruitment was taking place to increase staffing at certain times of the day to support people's care needs better.

There were good arrangements in place for the safe recruitment of staff.

Induction, supervision and training arrangements were in place and these continue to be developed further. The service had recently recruited a full time deputy to support the manager. They proposed to increase staff supervision and monitoring of practice by working with staff and providing support and guidance. Staff supervision and appraisal should become established and staff should be made aware of the arrangements that are in place.

## What the service could do better

The service should improve the way they involve people with reviewing their planned care and how review information is recorded and shared. **(See recommendation 1)**

All care staff should have access to the up-to-date information they need to support people with their health and well-being needs. **(See recommendation 2)**

Staff administration and recording practices of topical medications creams and treatments needed to improve to ensure people receive the right care that has been planned for them. **(See recommendation 3)**

Staff should make sure when they give medication for relief of symptoms that they check with the person to see if it has been effective or needs to be reviewed.

Care staff practice and access to care documentation about supporting people to maintain healthy skin needs to improve to ensure people's skin is protected and risk is minimised. **(See recommendation 4)**

Staff need to continue to improve their record keeping and accountability for their practice.

Sometimes people spent a long time sitting on wheelchairs waiting for staff to help transfer them to chairs and sometimes people's movement seemed restricted by tables being put in front of their chairs. Management and staff should look to see why this is happening and take steps to ensure people are helped to move when they need to and are not put at risk. The management should ensure there are sufficient resources in place and that staff have a good understanding and awareness about restraint, rights, risks and limits to freedom and promoting physical activity.

Most staff had received moving and handling training within the last 12 months, however care staff we spoke with had not seen people's individual moving and handling care plans. Care plans contained some very good moving and handling assessments and information about how their needs should be met. This Information needs to be available to all staff to ensure people are supported with their mobility needs in a safe and planned way. **(See recommendation 5)**

Staff need to have the right knowledge and skills to support people living with dementia and to provide high quality care. Some staff had not received any training to support them with this. **(See recommendation 6)**

Although there was an annual training plan in place it did not include the different levels of skills, knowledge and experience the staff required. Staff would benefit from individual development plans to meet any training needs identified through supervision, staff personal development and through monitored practice. **(See recommendation 7)**

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 7

1. The service needs to keep an accurate record of the reviews that take place with people about their care. This should include what has been discussed, any action to be taken and expected outcomes and timescales.

National Care Standards, Care homes for Older People - Standard 5 - Management and staffing arrangements and Standard 6 - Support arrangements.

2. Care staff should have easy access to the information the need to be able to support people experiencing care in person centred, safe and planned way.

National Care Standards, Care Homes for Older People - Standard 6 - Support arrangements and Standard 14 - Lifestyle - Keeping well - healthcare.

3. Care staff should ensure people who are prescribed emollients and creams as part of their planned care, receive them as prescribed. Staff should follow administration and recording practices. The provider should ensure suitable arrangements are in place to improve and monitor practice.

National Care Standards, Care Homes for Older People - Standard 14 - Keeping well - healthcare.

4. Where people's skin is at risk the information about how this is managed should be clearly recorded in the persons plan so all staff are carrying out preventative care in a consistent way. This should include clear information about any pressure reducing equipment in use and settings where applicable, frequency of positional change and any specific guidance staff need to follow to ensure the persons skin is kept healthy.

National Care Standards, Care Homes for Older People - Standard 6 - Support arrangements.

Best practice statement - prevention and management of pressure ulcers,  
[http://www.healthcareimprovementscotland.org/our\\_work/patient\\_safety/tissue\\_viability\\_resources/pressure\\_ulcer\\_best\\_practice.aspx](http://www.healthcareimprovementscotland.org/our_work/patient_safety/tissue_viability_resources/pressure_ulcer_best_practice.aspx)

5. The management should ensure that people are supported with their mobility needs in a safe and planned way.

This should include:

- a) Assessments of people's moving and handling needs are carried out and appropriate moving and handling care plans are in place
- b) All care staff have access to people's moving and handling care plans so they know the right way to support people
- c) Staff having appropriate moving and handling training
- d) Staff following safe moving and handling practices, also have systems in place to monitor staff competency and practice.

National Care Standards, Care homes for Older People – Standard 5 – Management and staffing arrangements.

6. The management should ensure that staff have a good understanding and are appropriately skilled to support people living with dementia to experiencing high quality care based on guidance and best practice.

National Care Standards, Care Homes for Older People – Standard 5 – Management and staffing arrangements.

Promoting Excellence: A framework for health and social services staff working with people with dementia, their families and carers.

<http://www.gov.scot/Publications/2011/05/31085332/0>

7. The management should ensure they have suitable arrangements in place to:

- a) Develop individual staff development plans which take account of individual training and development needs.
- b) Develop an annual training plan which supports the needs of the service, staff training needs and takes account of current legislation, relevant codes of conduct and any registration requirement for specific roles.

National Care Standards, Care Homes for Older People – Standard 4 – Management and staffing.  
Scottish Social Services Council (SSSC) codes of practice for social service workers and employers.

## Complaints

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

## Inspection and grading history

Date	Type	Gradings
1 Feb 2017	Unannounced	Care and support
		5 - Very good
		Environment
		5 - Very good
		Staffing
		4 - Good
		Management and leadership
		5 - Very good

Date	Type	Gradings	
22 Jan 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
13 Jul 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Mar 2015	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
1 Aug 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	4 - Good
10 Mar 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
6 Nov 2013	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak
3 Jun 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
31 Jan 2013	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings
12 Apr 2012	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
17 Feb 2012	Re-grade	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership Not assessed
3 Dec 2011	Re-grade	Care and support 2 - Weak Environment Not assessed Staffing Not assessed Management and leadership Not assessed
27 Oct 2011	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 4 - Good
23 Jun 2011	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 4 - Good
20 Dec 2010	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
23 Jul 2010	Announced	Care and support 2 - Weak Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
26 Feb 2010	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak



Date	Type	Gradings	
18 Dec 2009	Re-grade	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory Not assessed Not assessed 1 - Unsatisfactory
18 Dec 2009	Re-grade	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory Not assessed Not assessed 1 - Unsatisfactory
18 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 2 - Weak 2 - Weak

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