

St. Davids Care Home Care Home Service

40 Glamis Road
Forfar
DD8 1DG

Telephone: 01307 464284

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

Service provided by:
St. Davids Care (Forfar) Limited

Service provider number:
SP2005951138

Care service number:
CS2005105557

About the service

St Davids' Care Home is a privately owned care home in the Angus market town of Forfar and is registered to provide care to a maximum of 22 older people. The service prides itself on its high quality care and person centred approach to care.

The accommodation is provided over two floors. Residents have individual rooms and all but two have en suite facilities. Public areas within the home include two lounge/dining areas, sun lounge and an attractive garden area to the rear of the property.

The home is ideally situated for access to local community resources, such as the local shops. The services information brochure states the following:

"At St David's we believe that as a person's dementia progresses and their ability to make decisions deteriorate, they go from being 'thinking beings to feelings beings'. Most of their decisions and communications are based around their present feelings and their sense of reality. In the home we try hard to 'jump into the bubble', their world, and connect with their present feelings, interpret their words or communications, regardless of how irrational these may seem to us. No one would choose to have anxiety, stress and fear or live in a chaotic world so we try hard to create a home and offer care which is calming and makes sense'.

The service was first registered with the Care Inspectorate on 1 April 2011.

What people told us

We spoke with six of the people who live at St. David's and seven relatives, visitors and a care manager. Everyone we spoke with spoke very highly about the service.

We received seven Care Inspectorate questionnaires from people who stay at St. David's and from relatives. They highlighted that the service was operating to a very high standard and that people were pleased with the care and support provided by staff.

People told us that the staff and management went beyond what was expected of their role and comments included:

"It's a lovely place"

"They keep me involved in everything"

"The staff are very respectful"

"They are a delight - nothing is ever a bother for them"

"Excellent service"

"It's very homely, they treat me very kindly and staff are very respectful"

"I have absolutely no complaints"

"It's a home from home"

"This is what care should be"

"St. David's has such a supportive and welcoming atmosphere - I already feel like the staff are part of an extended family"

"You don't just visit - you immediately get involved with the house and it's residents - that's maybe what is so special is that they have achieved the atmosphere of a house, a communal residence, but with so many added extras for those that need them".

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We discussed their priorities and looked at quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

We found the performance of the service for quality themes care and support and management and leadership to be excellent. The service has continued to perform to a high standard to ensure people are supported as individuals and care is person-centred.

We reached this conclusion after we spoke with the people using the service, the management team, the staff team and feedback from families or their representatives through the completed questionnaires and hearing their views in person.

We saw that staff were friendly and welcoming and we observed interactions, which were warm and sensitive to peoples' needs. People were relaxed and comfortable in their surroundings and there was a supportive and friendly approach and banter between staff and people in the care service. People told us that staff were kind and helpful.

We looked at four personal care plans. This highlighted that six monthly reviews continued to be held and that people or their relatives were invited to attend and took part in making decisions about their care. The care plans were very detailed and person-centred. Information was meaningful and the plan of care was regularly evaluated along with the person or their relative or representative.

Staff were extremely knowledgeable about peoples' assessed needs and preferences. The highly personalised support plans ensured daily activities or group involvement were meaningful to each person. Staff recognised and properly responded to peoples' changing care needs, including when they were showing signs of stress and distress.

The staff encouraged and enabled community involvement with a local nursery and school as well as engaging with the wider local community. It was very clear that the service and the support people received from the staff and management at St. David's resulted in excellent outcomes for people.

People were encouraged to maintain their links with the local community, enabled to meet up with friends, go out shopping, and take part in social events. People had access to outdoor areas, the secure garden area to the front and rear allowed people to go out into the garden, go for a walk, or have a seat outdoor.

A couple of people told us: "they had a lot of fun" during the recent snowfall by having a snowball fight. A member of staff said: "it was wonderful; we all pitched in and had a great time". Staff told us it brought back so many happy memories for people who then shared many stories of when they were younger.

People were able to help around the house with everyday tasks if they wanted to. We saw one person helping with veg preparation, another helping to tidy tables. We spoke with someone who said they felt valued, because they were able to contribute something and use their abilities. Another person told us they liked to go outside and clean the car (parked at the front of the house) in the better weather.

Regular meetings with the multi-disciplinary community health team helped to ensure peoples' care was both planned and responsive. People were very clearly supported to make decisions about their care. People were supported to remain well through the safe use of medications. This was because they were being managed in line with good practice guidance for the safe receipt, storage, administration and disposal of products.

We evidenced that the people residing at the home were pivotal to the development, designing and evaluation of the service. The service has continued to support an active participation approach.

The staff and management team had an improvement plan for the year and a clear focus of areas they wished to further develop. The management team encouraged the team to link training to the improvement of outcomes for people.

Through dementia awareness sessions and regular team meetings we saw that staff were continually promoting better outcomes for the people at St. David's, and were regularly evaluating practice and approach. Staff told us that as a team they considered their actions and practice to promote better person-centred care. We saw that staff and management shared a common value and commitment to improve the quality of life for people, and make their days meaningful. The team was very stable and competent in their duties and understanding of promoting best practice.

We saw that there were regular audits undertaken by staff and management to ensure the safety and security of all stakeholders. The service had robust recruitment systems in place. We saw that new staff went through an induction, which included a competence-based approach to make sure that staff understood and supported good practice. Staff had regular access to formal and informal supervision and team meetings. The management team continues to promote excellent leadership and motivational skills and ensures the team provides high standards of care.

Staff told us they were happy, enjoyed their jobs and were enthusiastic and motivated. They felt very well supported by the management and were provided with excellent opportunities to ensure high standards of care were delivered. Staff told us they felt part of an effective team who worked well together for the benefit of the people at the service.

Staff practice was regularly assessed and reviewed following training. Staff had an eagerness to learn more to ensure their practice was up to date. The service's quality assurance systems were meaningful and ensured excellent benchmarking and an appraisal of standards.

What the service could do better

The service has continued to raise standards and regularly reviews the quality of care that is provided. We saw that the management has continued to create opportunities for staff to lead on the promotion of a high standard of care that is individualised and person-centred.

The management team said they would continue to ensure all stakeholders played an important part in the continuing development of the service.

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.

Inspection and grading history

Date	Type	Gradings
14 Nov 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
17 Aug 2015	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
4 Aug 2014	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 6 - Excellent Management and leadership 6 - Excellent
3 Jul 2013	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 6 - Excellent Management and leadership 6 - Excellent
3 Jul 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
3 Nov 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
29 Jul 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 6 - Excellent

Date	Type	Gradings	
		Management and leadership	Not assessed
9 Dec 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
2 Jul 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
22 Dec 2008	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed 4 - Good 5 - Very good Not assessed
22 May 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good

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Care Inspectorate
Compass House
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Dundee
DD1 4NY

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