

Hector House (Glasgow) Ltd Care Home Service

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Type of inspection:

Unannounced

Completed on:

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Service provided by:

Hector House (Glasgow) Ltd

Service provider number:

SP2003000206

Service no:

CS2008173617

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Hector House is a care home service registered to provide care for 16 older people. This large, converted semi-detached Victorian villa is located in the south side of Glasgow. It is close to a railway station, bus stops and a range of local facilities including shops and places to eat.

The accommodation is on three levels which can be accessed by stairs or a stair lift. All bedrooms are equipped with a sink and toilet. There is a living room with large screen television, a separate dining room and a small snug area with a television. To the back of the home, there is a paved area with seating and a range of potted greenery and plants.

As its aims and objectives, the service states: 'We aim to meet all of your assessed needs in relation to accommodation, meals, activities, support and residential care. The service that you will receive shall be flexible and designed to meet your needs specified in your care plan. We shall employ and ensure at all times sufficient, qualified and suitably trained and experienced staff are available to deliver the service.'

What people told us

All the people that we spoke with had very positive things to say about the care and support that they received. They told us that they valued this very much. When we asked a group of residents if they liked living at Hector House, we got a unanimous response: 'Of course, we do.' Other replies included: 'And why not may I ask?' and 'Ask a silly question!'

Staff were praised for being attentive, kind and caring. One person told us: 'There is not one of them [staff] I could say should not be here, they all compliment each other. They look after us very well, we could not ask for more.'

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

People we spoke with told us that they were very well looked after at Hector House. People looked happy, relaxed and comfortable. They told us they felt very much at home and were valued and accepted as individuals.

We spoke with one relative who told us: 'Staff are so good with him [relative], they will let him do what he wants. He could be upstairs or downstairs depending on his mood yet there is never a time when I have come in and staff did not know where he was.' This showed that this person was free to choose to either have time on his own or within a group setting, in a safe environment.

We saw an example of where a resident had lost touch with hobbies they had enjoyed in the past. With the help and dedication of staff, they had been encouraged and enabled to reconnect with these. This gave them a new lease of life, a purpose to look forward to each new day, and a circle of friends that they were now thoroughly enjoying.

The service had good effective links with advocacy services. We saw examples where advocacy had been brought in to support someone with limited decision-making capacity. This meant that their views and interests were represented openly and fairly and to their benefit.

During a general observation, and an observation where we used the short observational framework for inspection (SOFI2) tool during meal time, we observed staff enabling and empowering people as they worked with them. Staff demonstrated warmth and respect towards people. This meant that people were relaxed enough to enjoy whatever they were involved in.

People benefited from different agencies such as doctors and district nurses working together and sharing relevant information as required. This meant that any health needs that could not be met within the home, were quickly referred to the right person who in turn gave the prompt attention that the resident required.

In order that the service got a clearer assessment of anyone wishing to reside in the home, people were invited to come into the service for the day for a pre-admission assessment. This allowed the individual to meet the people who would be providing their care and support before deciding whether to come in and live in the home permanently or not.

People who use services should be protected from harm which could include harm from risk of infection. We noted that staff outdoor clothing, including jackets and bags, was stored in the linen room sometimes close to residents' clean laundry. We also noted that the bin in one of the public toilets had a lid and a foot pedal missing. This would increase the risk of infection to both residents and staff in the home. We asked the manager to address these issues as a matter of urgency in order to minimise the risk of infection. (See area for improvement 1)

Areas for improvement

1. The service should ensure that staff outdoor clothing is not stored within the clean laundry area as this could contribute to risk of infection. Bins in the toilet area should have lids and should be operated by foot pedal to reduce the risk of infection.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

5.17 My environment is secure and safe. (HSCS)

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?**5 - Very Good**

Overall, the care plans that we looked at were person-centred, reflecting individuals' needs and wishes. When we spoke with individuals, whose care plans we had looked at, we were able to verify this. Because people were consulted and involved in directing and leading their own care and support, this made them feel included.

The management team was forward thinking and sought best practice guidance and the latest trends in the field of social care for older people. They took pride in the service and had robust systems to assure them of a good quality care delivery. This ensured that people using the service always got the best outcomes.

Although, there was a refurbishment plan in place, this did not include any other development that the service had in mind. The manager was able to talk to us about how the service had developed in the last year and plans they had for the future. They agreed that they would put a development plan in place, that they can share with residents, relatives and other stakeholders. This would evidence that the service has a clear culture of improvement.

People who use services should experience a service and organisation that is well-managed. This would include adhering to legislation and guidance on notifications that registered services need to make. When we reviewed accident and incident records, we noted that two accidents that should have been notified to the Care Inspectorate had been missed. We highlighted the importance of notifying us of all relevant incidents and accidents. (See area for improvement 1)

People who use services should be confident that those who support and care for them have been appropriately and safely recruited. While it was evident that the recruitment procedures were on the whole followed through, the service could tighten up the procedures by ensuring they adhere to their policy of ensuring that at least two people interview each candidate and take down and retain interview notes. This will increase transparency on recruitment.

Areas for improvement

1. In order to adhere to guidance on notifications, the service should submit relevant notifications to the Care Inspectorate.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

4.23 I use a service and organisation that are well led and managed.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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