

Wheatlands Care Home Service

Larbert Road
Bonnybridge
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Telephone: 01324 814561

Type of inspection:

Unannounced

Completed on:

20 September 2018

Service provided by:

Balhousie Care Limited

Service provider number:

SP2010011109

Service no:

CS2010272088

About the service

Wheatlands Care Home is part of the Balhousie Care Group. The service is located in a 19th century period home which has been restored and tastefully decorated to provide care for 59 older people.

Wheatlands is registered to provide nursing, residential and respite care and is situated in Bonnybridge a village near Falkirk. All bedrooms have a 24 hour call -alert system, there is full lift access to all floors and wheelchair access throughout the home.

This services has been registered since October 2010.

What people told us

Prior to the inspection we issued care service questionnaires (CSQ's) to people using the service, relatives and staff. We also spoke to residents, relatives, visitors and staff during the inspection.

All those who responded and whom we spoke to during the inspection were very positive about the service. Residents and families told us about the quality of care they and their loved ones received, the kindness of staff, the quality of management and the support offered to families.

Comments included:

"The staff are so kind and caring."

"We couldn't ask for more, it is a home from home and the staff are always so patient."

"There is always something going on."

"It's not just how they care for my wife, it's the support they give me too."

"I am really happy with the care, there are always plenty of staff around and all are very friendly and helpful."

"I am kept up to date with Mum's health and I have regular contact with her key worker."

"It is very homely and clean."

"The staff are a real credit to Wheatlands and it gives me peace of mind that my relative is well cared for and happy."

"This is a lovely home."

"Staff are always smiley and friendly band eager to assist relatives."

"The food is very good."

"Staff are receptive to suggestions."

"The staff are excellent, from admin, carers, cooks, domestics to the girls in the laundry. You are always met with a hello and nothing is a problem."

"The whole place has put myself and my family at ease regarding the wellbeing and safety of our relative. They are a credit to nursing."

"The family are very pleased with the care home and we know that she is being well looked after."

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?	6 - Excellent
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?	6 - Excellent

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

How well do we support people's wellbeing?

6 - Excellent

During the inspection we saw that people were treated with compassion, dignity and respect and that residents received care from competent and well-trained staff. We observed staff to be sensitive, patient and caring in their interactions with residents and these values were also evident in staffs interactions with residents' families and friends.

Residents were able to participate in a wide range of meaningful recreational, social, physical and learning activities and received appropriate support to do so. There were also strong links with the wider community, whilst there was a hairdressing salon and beauty room on site, residents were encouraged and supported to visit services in the community, for example; the podiatrist, barber/hairdresser, dentist, optician, if that was their wish. Some residents were involved in a Woodlands Activity Programme run by the Forestry Commission and children from the local nursery and primary school joined residents for walks and visited the home regularly. We saw the benefits of the therapeutic Namaste room where residents could relax and enjoy complimentary therapies. The service held Lingo Flamingo language classes and one of the lounges had been set up as a cinema to hold a Sunday matinee to which relatives were also invited. Where appropriate residents had full and independent access to the garden, a secure patio and sensory garden area with raised beds that focussed on the senses, sight, touch, taste and smell. There was a strong emphasis on encouraging physical movement to support residents' physical and emotional well-being. The service had commenced a programme of increased exercise for residents to improve stability, support their physical health and improve sleep. An initial audit showed a 50% reduction in falls between the months of May and July 2018.

We were assured that people received care and support that was responsive and tailored to their needs. Staff worked as a team for the benefit of the residents and this meant that people's care and support was consistent

and stable. Staff were skilled and knowledgeable, with more than 90% of staff having the 'informed' level of the Promoting Excellence Award for dementia.

Residents were actively involved in all decisions, including the recruitment of staff, menu planning and the décor of the home. People told us that the food was very good and we saw that snacks and meals were healthy, nutritious and well presented with personal preferences respected and catered for.

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?

6 - Excellent

We saw that assessments accurately reflected people's needs. Care and Support Plans were well written and contained a wealth of information that gave detailed accounting of residents background, needs, aspirations and preferences. Care plans gave clear direction regarding the delivery of care and how individuals wished to be supported. Where needs changed, information was communicated to all relevant parties and support plans were updated accordingly.

Residents' health benefited from the care and support they received and there was a strong emphasis on promoting and maintaining people's physical and emotional well-being. We saw that residents were involved in planning their care and this helped ensure that their needs were reflected in the care and support they received. We saw that staff linked in with other professionals and sought their advice as required, this included District Nurses, podiatrist, optician and dieticians, SALT (Speech and Language Therapy), Tissue Viability nurse and physiotherapists. There was good communication with supporting professionals, the health centre was located next door, GPs and district nurses visited frequently and two clinics were held within Wheatlands each week.

Residents were given appropriate support to take prescribed medications. There were good administration and recording systems in place thus ensuring that residents received the medication needed to maintain or improve their health and reducing the risk for human error. Residents experiencing stress and distress were supported by staff having access to specialist advice and there were individualised protocols in place which helped staff respond appropriately.

We looked at a range of audits and saw that there were excellent quality assurance systems in place which linked to the services own development and improvement plan and demonstrated a culture that promoted quality and continuous improvement.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	6 - Excellent
How well is our care and support planned?	6 - Excellent
5.1 Assessment and care planning reflects people's planning needs and wishes	6 - Excellent

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