

Waverley Care Home Care Home Service

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Telephone: 01896 752659

Type of inspection:

Unannounced

Completed on:

24 August 2018

Service provided by:

Scottish Borders Cares LLP, t/a SB
Cares

Service provider number:

SP2014012415

Service no:

CS2015334566

About the service

The service registered with the Care Inspectorate on 23 June 2015.

Waverley Care Home is operated by Scottish Borders Cares Limited Liability Partnership trading as "SB Cares." The service was previously managed directly by Scottish Borders Council.

The service is currently provided within two care homes, known as Waverley Care Home and Craw Wood.

Waverley Care Home is registered to provide a care home service to a maximum of 26 adults and older people. The upper floor named the Waverley Transitional Care Facility provides accommodation for up to 16 people preparing to return home after a period in hospital. The lower floor provides accommodation for up to 10 permanent residents. Accommodation is provided on two floors. Three units are situated on the ground floor and two on the lower floor. The five areas each have five bedrooms for single occupancy with en-suite facilities. An additional bedroom is located in a central area of the care home. Bathroom, toilet and shower facilities are available throughout the building. Lounge and dining facilities are also provided in each unit on the upper floor. People living on the lower floor share a dining area. The service is surrounded by extensive, pleasant park lands. The home is within walking distance of the centre of Galashiels and various leisure facilities, such as shops, library and cinema, are all nearby.

On a temporary basis, until 31 October 2018, an additional 15 places for adults and older people can be provided at the care home known as Craw Wood situated in Tweedbank. This is a short stay facility which provides a homely environment for people who no longer need to be in hospital but who may require some additional support to regain their independence before returning home. The service expects most people who use this facility to be back home in about two weeks. Service users accommodation is on the ground floor, provided in small units with single occupancy bedrooms with en-suite facilities and communal lounge, dining and kitchen areas.

At the time of our visit there were eight people residing in the upper part of Waverley Care Home, 10 people on the lower floor and four people at Craw Wood.

SB Cares. describe their aims as:

- To provide high quality care and support to help you to remain as independent as possible, to provide services which meet your assessed needs and identified personal outcomes in a way that is suitable for you.
- To promote your independence, dignity and privacy, enabling you to make choices and decisions regarding the day to day aspects of your life.
- To work with other health and social care professionals to ensure you receive the appropriate level of support to enable you to achieve the outcomes identified with you during your stay in the care home.

What people told us

Prior to the inspection visit we sent out care standards questionnaires for service users and relatives/carers to complete. 11 were completed and returned to us. All agreed that they were satisfied with the quality of care that the service provided.

At the time of our visit there were eight people residing in the upper part of Waverley Care Home, 10 people on the lower floor and four people at Craw Wood. During our visits we met most of them and spoke individually with 16 of them. When chatting with us about their day-to-day lives, they indicated that they were generally satisfied with the service being provided. Their comments included:

"I canny complain, days and night they come with a smile"

"The food is lovely and you always get a choice"

"We are kept up to date with my brother's care. We have no concerns"

"I know how to tell someone if I'm not happy but everything is grand"

"We know who the manager is, she is very easy to talk to"

"The staff are all wonderful, they can't do enough for you"

"The staff are all very nice and you don't have to wait long when you need something"

"My room is fine, its comfortable and I've got my own things and I've got a lovely view from my window"

"Everything is very clean and tidy".

Five service users within Waverley Care Home told us that they would like more things to do during the day. The provision of activities was an area that the management team had identified as needing to develop and were aware that this should be planned according to individual needs. We will review progress of this at the next inspection.

One service user was unsure of how they had done at their recent home visit, which made them slightly anxious. When we discussed this with the management team they advised us that the staff did not always get immediate feedback when the home visits were complete. However they were looking at how communication regarding this information could be improved as they recognised that staff needed to be kept informed in order to best support service users.

Some service users were less able to tell us what they thought about the service or the care they received. We spent time observing how these service users interacted with staff and how they spent their time. We saw lots of examples of positive interactions between staff and service users which demonstrated genuine affection and respect, with humour used appropriately. These actions promoted residents' mental wellbeing. There were however times when we saw that staff were very much task focused which resulted in missed opportunities to engage with service users as they walked by them. The management team agreed to discuss our findings with staff in order to make them aware of how interactions could be improved.

During our inspection we spoke with five relatives/carers. They were all very satisfied with the standard of care and support currently provided. They thought the staff worked hard and their relatives' bedrooms kept clean and tidy.

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?	4 - Good
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How good is our leadership?	not assessed
How good is our staffing?	5 - Very Good
How good is our setting?	4 - Good
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?

4 - Good

Staff were observed to treat people with respect and showed compassion in the way they interacted with service users, relatives and carers. This resulted in positive relationships and a sense of trust.

Service users and their relatives and carers told us that they or their relative/friend were well cared for and felt confident in the support been provided. They were involved in decisions about support needs and their feedback was sought.

Mealtimes observed were well managed. Service users told us that they enjoyed their meals and their dietary choices were met. Snacks and drinks were also seen available.

The service demonstrated that they understood how purposeful and enjoyable activity benefited people's wellbeing. This was an area they planned to develop. See www.capa.scot for resources to support this.

We suggested that the service considered reviewing the timings of medication administration in order that it did not detract from service users enjoying their meals.

There was good organisation of personal planning documentation which showed that individual needs were assessed and evaluated on a regular basis. This information was easily available to staff. The service's handover procedure had recently been improved. Together this meant that people could be confident that they would receive the right support and that care would be adapted as their needs and choices changed.

An area for development made in the last report was not fully met. This remains (**see area for improvement 1**) so that the service is able to continue to fully meet the needs of service users when due to the nature of the short stay units workload increases.

Further improvements were to be made to the daily completion of oral care records. Training with the Caring for Smiles team had been arranged to help staff with this.

Some minor improvements to the completion of medication administration records and the monitoring of medication storage were brought to the attention of the manager, who ensured these improvements were promptly implemented.

We asked the service to review the way topical medication administration was recorded within the ground floor unit at Waverley Care Home (**see area for improvement 2**).

Areas for improvement

1. The changing pressures on senior staff in the care home should be quantified to ensure there is sufficient senior time available to meet the needs of both Transitional Care and long stay service users.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 1.14 which states "My future care and support needs are anticipated as part of my assessment" and 1.20 "I am in the right place to experience the care and support I need and want".

2. The service should review the management of the usage and recording of prescribed topical preparations to make sure that service users are given the correct creams and that there is sufficient guidance for staff to apply these correctly.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 4.27 which states "I experience high quality care and support because people have the necessary information and resources.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

5 - Very Good

In order to answer this question we looked at and evaluated quality indicator 3.2: Staff have the right knowledge, competence and development to care for and support people.

Staff were respectful and considerate in their approach to service users, with requests for assistance promptly responded. Staff regularly checked on those less able to call for assistance and/or who preferred to spend their time in their bedroom.

Service users and their relatives/carers spoke highly of the staff team. They were described as "very good", "helpful" and "wonderful".

Staff we spoke with presented as knowledgeable about the needs and preferences of the service users in their care. This helped to ensure that service users' needs were met.

Staff meetings and shift handovers helped to make sure staff were aware of changes in the service, expected practice and had the relevant information about service users' current support needs.

There was a good overview of the training staff had received which helped the service to prioritise future training. New staff completed a recently revised induction programme which was very comprehensive. There had been some difficulty in accessing some updates in training therefore the provider was reviewing the current quality and availability of this training and beginning to develop a system that would better support the development needs of the staff.

Staff received formal supervision. This is important in supporting staff with development, training and provides opportunities to discuss work practice. Staff were using reflective accounts to evaluate the effectiveness of e-Learning. These systems contribute to creating positive outcomes for people using the service.

Checks were made with the Scottish Social Services Council to ensure that staff were registered or registered within the required timeframe.

How good is our setting?

4 - Good

Both Waverley Care Home and Craw Wood were clean, tidy and free from odours. They were decorated to a good standard and the furniture and soft furnishings were of a good quality. Accommodation in both homes was provided in small units, which were homely, helped people move between their bedroom and communal areas easily and meant that staff and service users quickly got to know each other.

Each of the two homes had plenty of car parking space nearby and access to outdoor space and outdoor seating areas. Some of the paved areas in both homes would benefit from additional weeding. Waverley Care Home had pleasant views on to park land which was positively commented on.

Bedrooms on the lower ground floor at Waverley Care Home, which provides accommodation for permanent service users, were individualised and contained personal effects which helped create a homely environment for each person who lives in this area.

Service users and relatives/carers that we spoke with were satisfied with their or their relatives' bedrooms and commented positively on the cleanliness of the homes.

Maintenance checks were regularly carried out thereby ensuring that the environment was safe and service users and staff were protected. New recording documentation was to be introduced to record the checks staff carried out on wheelchairs.

The service had taken action in response to their last fire audits.

We noted the wardrobes at Craw Wood were not secured to the wall. We asked that the service complete a risk assessment and take appropriate action to reduce any risk where identified (**see area for improvement 1**).

Staff at Craw Wood were to be reminded to ensure spray bottles used for cleaning fluids are appropriately labelled and stored.

The management team were introducing additional directional signage which will help people to find their way around the homes.

The service should continue to use their effective environmental audits and checks to ensure that high standards of tidiness and cleanliness are maintained.

Areas for improvement

1. The service should complete a risk assessment on the provision of tall furniture, including wardrobes. Appropriate action should be taken to reduce the risk of these items tipping over where a risk is identified.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 5.17 which states "My environment is secure and safe".

Also see Health and Safety Executive's guidance "Health and Safety in Care Homes".

How well is our care and support planned?

5 - Very Good

In order to answer this question we looked at and evaluated quality indicator 5.1 Assessment and care planning reflects people's needs and wishes.

Service users benefited from support plans which were promptly written following a comprehensive assessment, regularly reviewed, evaluated and updated and took account of best practice and their own individual preferences and wishes.

An admission checklist was used to ensure that staff completed all relevant actions needed when someone was first admitted. These were seen to be well completed.

Overall, support plans contained a good level of detail to direct staff about people's needs and how they liked them to be met. As this information was easily available to staff and seen referred to by them this meant that people could be confident that they would receive the right support and that care would be adapted as their needs and choices changed.

Through sampling the content of support plans we could see that staff were good at communicating with health care professionals when they identify any changes to the health status of individuals. This meant that staff were proactive in helping to keep people as well as they can be.

Audits of support plans indicated that regular checks were made and staff responded to identified areas that needed to be added to or updated. This will help to maintain good standards of record keeping.

Six monthly reviews of care took place for the service users on the lower ground floor at Waverley Care Home. This gave individuals the opportunity to formally evaluate their care arrangements. Feedback at these reviews was seen to be positive.

Supporting legal documentation was in place or being sought where service users were not able to fully express their wishes and preferences.

Discharge checklists were used to record plans made for discharge. We suggested to provide a clear timeline of events that discharge times and final details are recorded in the service users' daily records.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

The service provider must ensure that all records relating to the provision of personal care are consistently maintained.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 Regulation 4 Welfare of users - a requirement that a provider must make proper provision for the health, welfare and safety of service users.

Timescale for implementation: Within 24 hours from the receipt of this report.

This requirement was made on 30 March 2017.

Action taken on previous requirement

The service's action plan indicated that staff had been supported to improve their record keeping through training, using examples of good recording and monitoring practice.

At our visits we saw that service users' support plans detailed the care and support that each individual needed. These support plans were seen developed following a thorough assessment of key aspects of risk. The information provided was generally in good detail and person centred.

Audit tools were seen used to monitor expected practice and direct staff to where improvements should be made.

Records detailing care reviews indicated that people were satisfied with the levels of care being provided.

Through discussion with staff and listening to handover we confirmed that staff were aware of service users' planned care.

Further improvements were to be made to the daily completion of oral care records. Training with the Caring for Smiles team had been arranged to help staff with this. The method of recording topical medications within the ground floor unit at Waverley was to be reviewed. We have reported on this under Key Question 1, How good are experiences for people?

There was sufficient progress to indicate that the service was meeting this requirement. On going use of audits will help to ensure improved standards are maintained.

Met - outwith timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The changing pressures on senior staff in the care home should be quantified to ensure there is sufficient senior time available to meet the needs of both Transitional Care and long stay residents.

This area for improvement was made on 24 October 2017.

Action taken since then

At the time of our inspection there was sufficient staff with the appropriate skill mix to meet the needs of the current service users in each of the three areas of the service.

Admission and discharge documentation completed recently had been promptly and well completed.

The admission records indicated that at times workload can increase significantly. This can sometimes happen at short notice and on occasions with limited information provided about new people being admitted. This can be a problem when people are admitted outside the service's admission criteria and/or multiple admissions arrive at the same time.

Staff and management are becoming increasingly skilled in managing this. However the additional facility at Craw Wood has placed additional pressure on the management team and staff.

We were made aware of plans to improve the current communication systems between health and social work which will allow the service to access more information which will enable them to prepare sooner for new admissions. The on going use of Craw Wood is also being reviewed.

Additional hours had been allocated within the senior team at both Craw Wood and Waverley resulting in significantly increased senior hours to reflect the nature of the work/admissions/discharges involved in the service. However, deployment of senior time does need to be reviewed to ensure effective deployment of staff to manage the work/admissions/discharges.

Although we recognise the improvements made this area for improvement will remain. This is so that we can follow up on full compliance in order to ensure that care and support is consistent with the Health and Social Care Standard 1.14 which states "My future care and support needs are anticipated as part of my assessment" and 1.20 "I am in the right place to experience the care and support I need and want".

Previous area for improvement 2

The service should ensure that methods are put in place to evaluate the effectiveness of e-Learning undertaken by individuals to confirm it is having a positive impact on the care and support provided by the individual staff who are undertaking the training.

This area for improvement was made on 30 March 2017.

Action taken since then

The use of formal supervision, observation of staff practice, along with the use of reflective accounts were being used to evaluate the effectiveness of e-Learning.

There was sufficient evidence that this area of improvement is being met.

Previous area for improvement 3

The recording of complaints made to the care home should be improved to include the result of any complaint investigation and how this was communicated with the individual making the complaint. Complaints records should include the full names of staff involved in the complaints process.

This area for improvement was made on 24 October 2017.

Action taken since then

This area for improvement was met. The recording of complaints included the result of the complaint investigation, the names of the staff involved in the complaints process and how the results of the complaint investigation were communicated to the complainant.

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?	4 - Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	4 - Good
How good is our staff team?	5 - Very Good
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good
How good is our setting?	4 - Good

4.1 People experience high quality facilities	5 - Very Good
4.2 The setting promotes and enables people's independence	4 - 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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