

Westwood House Nursing Home Care Home Service

1 East Milton Grove
Westwood
East Kilbride
Glasgow
G75 8SN

Telephone: 01355 267446

Type of inspection:

Unannounced

Completed on:

8 January 2019

Service provided by:

Gate Healthcare Ltd

Service provider number:

SP2003001705

Service no:

CS2003010597

About the service we inspected

Westwood House is a purpose-built Care Home situated in the Westwood area of East Kilbride. The building is set over two floors with lift and disabled access. The accommodation consists of 37 single bedrooms and five twin rooms.

Residents have access to well maintained, secure gardens.

The needs of the residents were variable, with the majority very dependant on staff due to levels of frailty and varying mental health difficulties including high levels of dementia.

The home's aim is to 'cater for every requirement to ensure that all residents have a relaxed and comfortable stay'.

How we inspected the service

Two inspectors visited the service on 8 January 2019. This visit was one day with feedback given at the end of the day.

The purpose of this visit was to monitor the progress of the requirements made as the result of inspection findings on 9 August 2018.

This report should be read in conjunction with the report from 9 August 2018.

Taking the views of people using the service into account

We spoke with residents and asked them about their experiences of living in the home. They told us:

"I like it here"

"Staff are very nice, I am well looked after"

"The food is nice"

"I would like more to do"

"I am fine living here"

"Aye, it's fine"

"I've been to the shops"

"Staff are nice"

"Manager is good"

Taking carers' views into account

We did not speak with any carers at this visit.

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

Previous requirements

Requirement 1

The provider must offer a stimulating environment. In particular you must:

- develop an activity programme based on residents ideas, hobbies and interests
- evaluate activities to ensure they meet residents needs
- provide residents with opportunities to access the community
- provide residents with opportunities to meet their spiritual needs

This is to comply with Health and Social Care Standard 1.25.

I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors and

Regulation 4. (1) (a) of the Social Care and Social Work Improvement Scotland (Requirements for care services) 2011 (SSI 2011/210)

Timescale: by 18 January 2019

This requirement was made on 27 August 2018.

Action taken on previous requirement

Although there was an activity programme it needs to be further developed to clearly reflect residents preferences. Evaluation of activities would evidence if residents had enjoyed the activity or not. This would also give residents an opportunity to give their ideas to improve activities.

There were limited opportunities to go out and we discussed how this could be improved through the use of 'my bus' services.

We found recordings around activities in the weekly booklet were poor. This meant it was unclear if residents had taken part in activities or not.

Not met

Requirement 2

The provider must demonstrate you are meeting health and welfare needs of residents regarding medication.

This is to comply with Health and Social Care Standard 3.21

I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm and

Regulation 4. (1) (a) of the Social Care and Social Work Improvement Scotland (Requirements for care services) 2011 (SSI 2011/210)

Timescale: to commence on receipt of this report and be on-going.

This requirement was made on 27 August 2018.

Action taken on previous requirement

We looked at Medication Administration Recording Sheets and although we could see improvements in the recordings of 'as and when required' (PRN) medication this remains an area to improve.

We found detailed PRN protocols in place. This gave staff guidance to offer PRN medication in a consistent way.

There was inconsistent reviewing of some protocols such as stress/distress and anti-psychotic medication.

Not met

Requirement 3

The provider must improve the recording of oral care.

This is to comply with Health and Social Care Standard 4.11

I experience high quality care and support based on relevant evidence, guidance and best practice and

Regulation 4. (1) (a) of the Social Care and Social Work Improvement Scotland (Requirements for care services) 2011 (SSI 2011/210)

Timescale: to commence on receipt of this report and to be on-going

This requirement was made on 27 August 2018.

Action taken on previous requirement

We found oral assessments had been completed for all residents with oral care clearly recorded on a daily basis.

Met - within timescales

Requirement 4

The provider must ensure all care and support needs are accurately reflected in a person centred care plan.

The care plan must identify outcomes for residents and clearly show how these will be met.

- daily notes must be improved to provide a picture of the resident's day, such as how their social needs and preferences have been supported and maintained

- care plans should continue to develop and evidence how the Health and Social Care Standards inform the quality of care and support

- care plans must be legible

- end of life wishes should be fully recorded

This is to comply with the Health and Social Care Standard 1.15

My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices and

Regulation 5 of the Social Care and Social Work Improvement Scotland (Requirements for care services) 2011 (2011/201)

Timescale: to be fully completed by 18 January 2019

This requirement was made on 27 August 2018.

Action taken on previous requirement

Care plans we looked at were much improved. They provided clear person-centred guidance for staff to offer care in the way they preferred.

We were pleased to find clear links from the care provided to the Health and Social Care Standards. These links showed how the service were meeting the Standards and how they provided outcomes for residents.

Met - within timescales

Complaints

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.