

Westerton Care Home Care Home Service

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Westerton
Bearsden
Glasgow
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Telephone: 0141 942 5834

Type of inspection:

Unannounced

Completed on:

20 February 2019

Service provided by:

Westerton Care LLP

Service provider number:

SP2011011715

Service no:

CS2011303316

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

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 February 2012.

Westerton Care Home is located Bearsden, East Dunbartonshire and is situated near to local amenities and transport. The service is managed by Bearsden Care LLP and was registered with the Care Inspectorate on 1 February 2012.

The service is currently registered to provide a care service to 106 residents. There were 91 people living in the home during the inspection.

The care home was purpose built with four separate units located over three floors. Each unit has a communal lounge, dining areas and shared bathing facilities. All bedrooms within the service are single with en-suite toilet and shower facilities.

There are pleasant, safe and secure outdoor areas to the rear of the care home and a putting green at the side of the care home.

Located in the basement are additional recreational facilities for people living in the home and their families to use. This includes a café, a cinema, a hairdressing salon and a sensory room. There is secure covered parking area for visitors to the care home located at basement level, to the rear of the building.

The aims of the service, as stated at registration were:

"We aim to provide the highest standard of care for our service users to retain their independence with the objective of improving the quality of life."

What people told us

We asked people living in the home and their relatives to share their experience of Westerton Care Home. We spoke with a range of people face to face during the inspection visit.

People we talked with during the inspection spoke very positively about the staff and the care they gave. They described staff as wonderful, kind, friendly, caring and welcoming.

People told us,

"The staff are very patient, nothing is too much trouble for them"

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

People living in Westerton Care Home told us that they were very comfortable living in the home.

People told us,

"I'm happy here. My bedroom is comfortable and I have all the things that are important to me here"

"I really enjoy going to the café, its like getting out and having a change of scene"

"I like getting out into the garden in the better weather".

" I love going to the hairdressers, it always makes me feel better".

People said that they enjoyed joining in with the activities in the home. People particularly enjoyed the musical events.

People told us,

"There's always something going on and someone to talk to"

"There is plenty to do here. The café is great, I love going there with my family".

We received mixed views when we asked people about the food served and the choices on the menu.

People said,

"I don't know what the meal is until it's being served"

"I'm not sure if I can ask for something else other than sandwiches if I don't like the choices"

"The menu choices are repetitive"

"The food is very samey"

"Some days the food is better than others"

"The soup is usually good and I like the cakes in the afternoon"

Visiting family members were positive about the care their relatives received in Westerton Care Home. They spoke highly of the staff and how hard they worked. We were told that staff were very good at keeping family members up to date with their relatives progress.

Family members told us,

"My relative is new to the home. The staff have been so good at not only supporting my relative to settle in but have spent time supporting me as well"

"I'm impressed with the care home, its lovely. Everyone works hard to keep things nice"

"When I visit staff know my name, I find that very welcoming".

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
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?	4 - 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

We saw a friendly and kind approach by staff when people were being supported. There were many warm and cheery relationships between staff and people living in the home. We saw very good examples of genuine engagement, which resulted in positive responses from people being supported.

There was a culture of courtesy between staff and people using the service which reflected an ethos of respect and dignity.

Staff showed that they were familiar with individual's preferences and care needs. This helped them to take account of individual choices when supporting people with day-to-day care.

We saw sensitivity and compassion towards people which helped to create a comfortable and relaxed atmosphere in the home.

Staff clearly understood that people's wellbeing benefited from taking part in meaningful activity. We saw staff regularly spent time with people on a one to one basis engaging in activity meaningful to the individual. There was a varied diary of activities for people to take part in. The activities team had developed a programme of activity taking individual's hobbies and interests into consideration. People living in the home told us about the activities they enjoyed taking part in. They spoke about the pleasure they got from each other's company and from particular friendships that had developed in the home.

We saw that there were a range of improvements needed to develop mealtimes into enjoyable, social occasions. This included enabling people to enjoy their meal at their own pace.

People told us that the meals were repetitive and they had little awareness of menu choices prior to the meal being served.

People we spoke with commented that the evening meal was too early and breakfast was too late.

In some dining rooms people were unsettled as they were sitting for extended lengths of time before their meal was served. This was mainly due to the way the heated meal trollies were managed in the larger units.

The presentation of textured meals for people with swallowing difficulties should be improved to be more appealing. This would encourage people to eat their meals to support their nutrition and well being. See area for improvement 1.

People living in the home benefited from the support of a skilled nursing and care team. There was evidence that healthcare issues were attended to promptly. This responsive approach resulted in effective management of individuals healthcare needs.

Medication was well managed. This ensured that people were being safeguarded by the safe and effective management of their individual medication.

Areas for improvement

1. The provider should review and develop the management of mealtimes to ensure that residents are supported to enjoy their meals in a relaxed atmosphere respecting their choices and preferences.

The provider should review the timings of mealtimes to support the preferences of people living in the home.

The provider should review the menu choices taking preferences and choices into consideration. This includes improving the variety and presentation of textured meals.

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

"I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible"(HSCS 1.35)

I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning. (HSCS 1.33)

"My meals and snacks meet my cultural and dietary needs, beliefs and preferences" (HSCS 1.37)

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?

4 - Good

The service had introduced a new format of personal plans. The service had worked in partnership with people, families and relevant healthcare professionals to develop the personal plans.

We saw that personal plans reflected a person centred approach to detail the care and support of the individual and echoed the responsive approach to care we observed. The plans contained good information reflecting individual's preferences and what was important to them.

The sections of the plans detailing the management of health issues demonstrated agreed approaches for the consistent management of healthcare. The information contained in personal plans provided good guidance for staff regarding the plan of care for individuals, including the management of risks.

Records detailing individuals day to day care and support tended to be functional and clinical. The details about how individuals spent their day could be improved to reflect the responsive, person centred approach to care we observed.

There was a need to ensure that the personal plans were meaningfully evaluated to determine the effectiveness of the plan in managing individuals care and support needs.
See area of improvement 1.

We saw that people using the service had opportunity to discuss their care on a six monthly basis. There were minutes of these meetings. The service had been developing the format of the minutes to reflect individual's choices and preferences about their care.

Areas for improvement

1. Records of day to day care should be improved to meaningfully reflect the experiences of daily life for each the person.

Care plan evaluations should be outcome focussed, that is, reflective of how effective the planned care had been in promoting positive choices, experiences and quality of life for each individual.

Staff should be supported to improve their practice and have a clear understanding of how to write in a person-centred way.

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

'My personal plan is right for me because it sets out how my needs are to be met, as well as my wishes and choices' (HSCS 1.15),

'I am treated as an individual by people who respect my needs, choices and wishes, and anyone making a decision about my future care and support knows me'.
(HSCS 3.13)

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 service provider should ensure that all stages of staff recruitment conforms to Scottish Government Safer Recruitment guidance.

National Care Standards, Care Homes for Older People, Standard 5, Management and Staffing Arrangements.

This area for improvement was made on 19 February 2018.

Action taken since then

The provider had implemented a system to ensure that new applications made to professional bodies including the Scottish Social Services Council (SSSC) were being made within required timescales.

This area for improvement had been implemented.

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	5 - Very Good
How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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