

West View (Monreith) Ltd Care Home Service

St.Medan's New Road
Monreith
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Telephone: 01988 700577

Type of inspection:

Unannounced

Completed on:

27 November 2018

Service provided by:

West View (Monreith) Ltd

Service provider number:

SP2003002547

Service no:

CS2003010849

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available 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.

West View (Monreith) Ltd is a 12 bedded care home and is owned and managed by West View (Monreith) Ltd. The owner is also the registered manager. The care home is located on the edge of the village of Monreith in Dumfries and Galloway. Located in a quiet rural setting, the care home is a domestic style home of a split-level design, consisting of a ground floor and lower level ground floor, which are accessed by a stair lift or stairs.

The home is registered to provide care for up to 12 older people. At the time of this inspection, 11 people were living in the care home.

Six out of the 12 bedrooms has en suite facilities. The ground floor has eight single bedrooms, two of which have en suite toilet and wash hand basin. The lower ground floor has four single bedrooms, all with en suite toilet and wash hand basins. The communal areas consist of three sitting and dining areas throughout the home and a conservatory leading to a patio area. In addition, the care home has extensive countryside views and a well maintained and accessible garden.

The service aims and objectives are stated to be:

"It is the objective of Westview and its team of staff to provide the highest standard of care to all people who use our service. As part of this objective we aim to maintain or improve where possible the residents quality of life by offering a clean, comfortable and homely environment which would provide security, stimulation, companionship, care and support. This support will be delivered in a respectful, discreet and sensitive way which will take into account each residents individual needs and abilities at all times".

What people told us

We spoke with 10 residents. We received Care Inspectorate questionnaires from one resident and two relatives. Response to the service provided by Westview was positive and we found a very high level of satisfaction from residents and families about the quality care and support.

People made the following comments:

"I feel that staff go over and above with the care package. Nothing is too much trouble. Very satisfied with all aspects of care".

"Brilliant, excellent care home".

"The food is lovely. Always what I like".

"Staff excellent - always have time for me".

"Very happy here, yes I go out. My room is fine".

"Home from home".

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?	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?

5 - Very Good

Individuals who use care services should be confident that they will be treated with respect, kindness, and compassion by individuals who are courteous and respectful. To help assess how well the service was performing in this regard, we spent time with residents along with discussions with people who live in and visit the service. Those who live in the home benefitted from staff being genuine, supporting individuals to feel included in conversations and activities leading to periods of fun and laughter in an inclusive manner. Residents living in Westview were very positive with the level of care and support they receive. Those who live in the home told us: "I am very happy here, the staff are wonderful " and "yes, I am very well looked after here".

We observed that staff interactions at all levels with residents were consistently of a high quality. For example, we noted that care staff were patient, attentive and encouraging. They were knowledgeable about residents preferences and communication was genuine and supportive. We observed that staff encouraged and included people in group discussions and conversations and how they liked to be assisted. This enabled people working and living in the home to be included in daily life and activities and form positive and trusting relationships with people around them.

Residents responded with appreciation and relatives confirmed that they had the greatest confidence in the full staff team. This enabled people to communicate in an open and supported manner at a pace that is right for them.

We found that activities were everyone's responsibility and there was a balance of group, individual, internal and external events, and, individual time for residents. We saw how staff encouraged conversation for people with cognitive impairment and included residents in engaging discussions. The care home continued to have good community links and enabled people to keep in touch with the wider world.

For example, during inspection we noted that residents had access to WiFi and could use their own devices for activities such as crosswords and keeping in touch with friends and family, and two residents attended bingo in the community. This enhanced mental and physical stimulation, gave a sense of belonging in the home and the community.

We found that there was very good management and leadership focussing the whole staff team on improving outcomes for residents. People spoke highly of the care home management team and confirmed they were approachable and dealt with any issues in a positive and responsive way.

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

People should expect that assessment and care planning will reflect their needs and wishes. This is important as care plans are used to direct staff in meeting people's needs and wishes and affects their experience of care and support. The service had met a previous recommendation to review care documentation to ensure that all care records are consistent and reflects the good staff practice and outcomes for people living in the care home. We found personal files for residents to be well ordered, with confirmation of legal documentation and any decisions regarding care delivery to be accurate and current. The service had introduced one page profiles and "This is Me". This gave staff information about individual's life histories and preferences.

Care staff had keyworker responsibilities and, they were clear about their duties and needs of their allocated residents. Keyworkers were knowledgeable about residents and knew their personalities, behaviours and preferences well. This gave residents and relatives confidence in staff that anyone making a decision about future care and support knew residents well and acted in their best interest.

Reviews were taking place on a regular basis and people involved in this process. Residents with cognitive impairment were supported to make their views known. The service worked well with other agencies such as social work and the NHS to ensure that residents were fully involved in developing and reviewing their care plan and changing needs. We noted that care plans were written in a respectful, personalised and individual manner.

People should be confident that their health will benefit from their care and support. Health information was available for staff, informing them about various illnesses and about how they could access support.

Staff were skilled in meeting resident's health and wellbeing needs. Staff had been responsive to healthcare issues and worked well with local health care professionals like GPs, district nurses, dieticians and opticians to maintain and improve residents health needs.

We sampled the services medication systems and found that they were accurate. However, it was not clear how reliably medicated creams were being applied as records lacked information. It was difficult to confirm if people were being treated with prescribed creams with accuracy. We advised that the service introduce body maps for individuals and record where, when, and for how long creams are applied. (See area for improvement 1)

Individuals who live in a care home should feel confident that it is the right place for them to stay, with the service working to enhance a feeling of small group living. To help support services achieve this, the Care Inspectorate developed a guidance document 'Building Better Care Homes for Adults'. Westview is a small care home which has a sense of small group living in a homely and comfortable environment. Limited space makes it difficult to make major changes. We had previously recommended that the manager use the Kings Fund EHE environmental assessment tool to evaluate the environment. This had not been done. We discussed with the manager the need to consider future plans for the service which are commensurate with the new Health and Social Care Standards where possible. (Published by The Scottish Government, June 2017 available at www.gov.scot). In discussion, we have extended the recommendation and advised that the manager introduce a development plan which takes account of current guidance such as the Kings Fund EHE environmental assessment tool and also the new standards. This is so that residents can benefit from a culture of continuous improvement, with the service having robust and transparent quality assurance processes. (See area for improvement 2) .

We found that there was good management and leadership focussing the whole staff team on improving outcomes for residents. People spoke highly of the care home management team and confirmed they were approachable and dealt with any issues in a positive and responsive way.

Areas for improvement

1. The manager should improve the medication system to ensure accountability that residents have applied topical creams/ointments as prescribed by health professionals.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "If I need help with medication, I am able to have as much control as is possible" (HSCS 2.23),

2. The manager should introduce a development plan which takes account of current guidance such as the Kings Fund EHE environmental assessment tool and the Health and Social Care Standards.

This is so that residents can benefit from a culture of continuous improvement, with the service having robust and transparent quality assurance processes.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. (HSCS 4.19)

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 should review the care management system to take account of keyworker roles, life stories and histories and to ensure that their systems reflect care delivery. The service should introduce "This is Me" and one page profiles for all residents.

This area for improvement was made on 6 October 2017.

Action taken since then

The service has introduced "This is Me" and one page profiles for all residents. We found that care planning is good and reviewed regularly.

This area for improvement is: met.

Previous area for improvement 2

The manager should use the Kings Fund EHE environmental assessment tool to evaluate environment. Information from this should be used to continue to develop a supportive environment for people with dementia.

National Care Standards care homes for older people – Standard 4: Your environment.

This area for improvement was made on 6 October 2017.

Action taken since then

The manager had not used the Kings Fund EHE environmental assessment tool to evaluate the environment. We discussed that the manager introduce a service development plan taking account of the new standards and current guidance. See key question 5 – How well is our care planned for more information.

This area for improvement is: not met.

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?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good
5.2 Families and carers are involved	4 - Good

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