

# Hillside View Nursing Home Care Home Service

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**Type of inspection:**

Unannounced

**Completed on:**

6 December 2018

**Service provided by:**

HC-One Limited

**Service provider number:**

SP2011011682

**Service no:**

CS2011300713

## About the service

Hillside View nursing home is registered with the care inspectorate to provide a care home service for up to 57 adults. The service is owned and operated by HC One Limited, a nationwide private sector provider. At the time of our inspection the service had 55 residents.

Hillside View is situated below the Gleniffer Braes, in a residential area at the outskirts of Paisley. The home is modern and purpose-built. All rooms are for single occupancy and have en suite facilities. Bath and shower facilities are shared.

The home has got two floors, with a separate unit operating on each floor. Each floor has communal spaces for dining, activities and spending some quiet time. The service also benefits from an accessible enclosed garden.

The unit on the upper level supports people aged 65 and over who are living with dementia. The ground floor unit supports people over 45 with alcohol related brain damage or alcohol related dementia/Korsakoffs disease. This also includes a short stay service.

The provider's philosophy of care states that "by providing an atmosphere of individual care and attention for our service users this will contribute to their wellbeing and comfort so that they are enabled to enjoy life to their fullest potential".

## What people told us

There were 55 residents living in the service at the time of our inspection. During our visit, we spoke with 12 residents and 3 visiting relatives. We also received 6 completed care standards questionnaires from people living in the home. We spoke with staff throughout our inspection and as part of our general observations. We also observed a lunchtime and carried out a SOFI 2\* observation involving residents with limited communication abilities.

Overall residents, relatives and staff gave very positive feedback about the standard of care at Hillside View Care Home. Comments from residents and family members included:

- 'It's good here. Plenty to do and plenty of company. Staff are great, friendly and chatty'
- 'My room is very comfortable and I have my own key'.
- 'As a family we feel well supported and listened to. Anything I'm unhappy about is immediately rectified'.
- 'Staff changes are minimal and not disruptive to my care'.
- 'I am very well satisfied with the care and attention my husband receives. He is happy in his surroundings'.
- 'All of the staff are so kind and caring to me'.

\*SOFI 2 is a Short Observational Framework for Inspection. We use SOFI 2 as a tool to assist us in directly observing the experience and outcomes for people who may be unable to tell us

## 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?	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?**

**5 - Very Good**

Throughout our inspection we observed staff interacting very well with the residents. Staff members of all professional groups working in the home used available opportunities well to engage with residents. People told us that they liked the atmosphere in the home and that they were very happy with the staff members who supported them. A resident said: 'Staff are excellent. I can't fault them'. Visiting family members also commented very positively on the skills and attitude displayed by the care staff. A relative told us: 'They see my mum for who she is and it feels like they really love her. I know they do little but important things that make a real difference to her'. We observed interactions that used compassion, respect and humour effectively to give residents a feeling of well-being. This meant that residents experienced warm and nurturing care and support and that there were positive relationships between staff and residents.

Residents and families felt listened to and supported. Care practice and documentation showed a focus on knowing the individual, including their abilities and preferences. We saw that choices were important and respected. Managers and staff appeared to respect and nurture residents' relationships in and outside the home. A relative told us: 'It's like family. They are really interested'. We found that care reviews were carried out regularly and with good levels of involvement. The service also offered people involvement in decisions about the home, for example in assessing the dementia friendliness of the environment. This meant that the individuality and rights of residents were respected.

We found that the service protected and supported the independence and abilities of residents. There was a wide range of activities on offer, including activities outside the service. Staff also showed very good awareness of the importance of physical activity for physical and mental wellbeing. The mealtimes we observed were well set up and unhurried. There was a sense of engagement and enjoyment. A resident said: 'The food is good, I get plenty of company and there are lots to do. I go to guitar lessons and attend an art class'. The service's approach to care meant that people were enabled to get the most out of life with options to maintain and develop interests that mattered to them.

Staff worked well together with external health professionals. There was a proactive approach to healthcare provision and medication management was robust. A relative stated: 'For my mum, the home worked very well together with the psychiatric team'. We saw examples of very good practice, like protocols for the use of antipsychotic medication. This meant that residents benefitted from regular assessments by competent healthcare and nursing professionals to ensure that treatments and interventions were safe and effective.

## 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?****5 - Very Good**

Residents had complete and up to date care and support plans and risk assessments. The individual plans included good detail about the person and a clear focus on abilities and strengths. The plans also included a 'This is Me' document that could provide a useful summary of information about a resident in case of hospital admissions. This meant that residents benefitted from a dynamic care planning system that informed all aspects of their care and support. We discussed with managers that the service could make further improvements to the care and support plans by including defined personal outcomes.

Managers carried out regular audits and staff were competent in using the documentation system effectively. Staff roles and responsibilities were clearly organised. The quality and appearance of the documentation systems indicated strong leadership and effective quality assurance systems. As a result residents could be confident that their care and wellbeing was supported by effective leadership and quality assurance.

People told us that care plan were regularly evaluated and care reviews were carried out with a good level of involvement from residents and relatives. A relative told us: 'They keep me well informed and we just had a care review.' We saw examples of the service reacting positively on feedback and suggestions as a result of care reviews. Monthly care plan evaluations were detailed and contained evaluations from the point of view of the resident and relevant others. This meant that people were able to contribute meaningfully to their care plans and that their rights were respected.

We saw evidence of good multi-disciplinary professional involvement in the care planning and review process, where necessary. This demonstrated that staff were competent and worked well together with external healthcare professionals. There were examples of good practice, like an antipsychotic medication review pathway. The quality and content of the documentation system therefore helped to ensure that the use of medication and healthcare interventions was safe and effective.

## **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 continue to develop staff knowledge and skill in supporting people who live with dementia. Dementia awareness training which is compatible with the "Promoting Excellence" framework and commensurate to staff roles should be provided by the service.

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

**This area for improvement was made on 27 November 2017.**

#### **Action taken since then**

The service had made sufficient progress with giving staff access to dementia training at the appropriate level of the Promoting Excellence training framework. In addition to this the provider was in the process of introducing new and improved training materials for dementia care.

**This area for improvement was met and will not continue.**

## Previous area for improvement 2

To continue to improve the environment of care for people with dementia, the provider should revisit the Kings Fund Tool.

**This area for improvement was made on 27 November 2017.**

### Action taken since then

The service had involved residents, families and external professionals in re-assessing the service with the Kings Fund tool. The environment showed some good, dementia friendly features.

**This area for improvement was met and will not continue.**

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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