

Isle View Care Home Care Home Service

Aultbea
Achnasheen
IV22 2HU

Telephone: 01445 731500

Type of inspection:

Unannounced

Completed on:

12 June 2019

Service provided by:

AKAM Care Ltd

Service provider number:

SP2010011038

Service no:

CS2010269904

About the service

This service has been registered since 2010.

Isle View is registered to provide a care home for up to 25 older people. The service is provided in a purpose-built single storey building overlooking Loch Ewe. The home is a well-established service located in the village of Aultbea.

Within the home there are several communal areas for residents use. All bedrooms had an en-suite and wash hand basin.

The home is surrounded by gardens, both landscaped and productive, which were accessible to the residents.

One of the service aims was recorded in the welcome pack as:

"Isle View Care Home aims to provide its service users with a secure, relaxed and homely environment in which their care, wellbeing and comfort is of prime importance. Carers will strive to preserve and maintain the dignity, individuality and privacy of all service users within a warm and caring atmosphere, and in doing will be sensitive to the service users' ever changing needs."

What people told us

Prior to the inspection a number of Care Standards Questionnaires were issued. Six questionnaires were returned and all were happy with the quality of support they received.

We spoke and spent time with a number of people who use the service during the inspection and we also spoke to family members.

People said:

"As soon as I stepped through the door, I knew this was the beautiful home I was looking for."

"They (staff) are so caring and treat every resident with respect. They are an incredible support."

"The food is very good and there is plenty of it."

"It is very nice and I have no complaints."

"I can't speak highly enough of the service, especially the palliative care. I am always kept up to date with how things are and there is always someone to talk to if you call for an update."

"An excellent service and a pleasure to visit."

"Isle View is a cherished community asset, providing care for and by local people in an open, friendly environment."

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

People experience very good support from this service.

People should experience warmth, kindness and compassion. We saw a staff team that was warm and caring and showed respect in their interactions. When we spoke with staff they had a very good understanding of the personalities of the people they cared for. There was a relaxed and cheerful atmosphere and we saw lots of laughter and smiles. People told us that the staff were kind and helpful.

We saw that people had access to drinks at all times, were assisted to eat in a dignified way and could choose to eat on their own or with others. People told us that they had the opportunity to be involved in growing vegetables and helping to prepare food. People also fed back to us that they were involved in menu planning and that they really enjoyed the food provided by Isle View.

People should be able to choose to lead an active life and be able to participate in a range of activities both indoors and outdoors. The service had a monthly activities planner and people had the opportunity to take part in group and individual activities. The activities currently offered are limited as the service is in the process of recruiting a new activities co-ordinator and we look forward to seeing further developments in the activities that are offered.

People were involved in decisions made about the care home. This was done through questionnaires, meetings and as part of the review process. The service should continue to develop ways of including people and their families in the development of the service and should explore options such as involving people and their families in the recruitment and training of staff.

People should be sure that their health needs are well supported. We saw very good links to other health professionals and people's health needs were very well-managed. Health assessments were completed and these were linked to people's care plans. Safe systems for managing medication were in place. This meant that people could be confident that their medication was being administered safely and their wellbeing promoted.

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

People experience very good support from this service.

People's care plans should be right for them because they set out how their needs will be met as well as their wishes and choices. We saw evidence that people and their families and/or representatives had been involved in the development of the care plans. The care plans we saw were all up to date and had recently been reviewed. Within the staff team there was very good knowledge of people's needs and how to support them and this was reflected in their care plans.

Healthcare assessment tools to identify the risk of falls and to promote good nutrition, skin care and oral care were being used to promote people's health. Healthcare assessments were reviewed and updated regularly and contained detailed information on how to support people's wellbeing. The service sought advice and support from other professionals when people's conditions changed and this was well documented in people's care plans.

There was a strong leadership presence in the service and staff told us that they felt well supported. Staff attended regular team meetings and had good training opportunities. We saw that a skilled and supported staff team led to better outcomes for people being supported.

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

It is recommended that management ensure that staff receive regular support and supervision. These procedures enhance staff performance and gives them the opportunity to discuss their work. Management can also monitor staff training through supervision.

This ensures that care and support is consistent with the Health and Social Care Standards which state; "I use a service and organisation that are well led and managed." (HSCS 4.23)

This area for improvement was made on 7 June 2018.

Action taken since then

The service has established regular support and supervision for staff as well as an annual appraisal. This recommendation has been 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?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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.