

Willowbank Care Home Service

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Carnoustie
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Telephone: 01241 852160

Type of inspection:
Unannounced

Completed on:
12 July 2019

Service provided by:
Balhousie Care Limited

Service provider number:
SP2010011109

Service no:
CS2003000403

About the service

Willowbank Care Home is registered to provide care for up to a maximum of 40 older people. The service is part of the Balhousie Care Group and was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The home is situated in the seaside town of Carnoustie in the county of Angus, and is situated near to local amenities convenient for local services and public transport. Accommodation is provided from a two-storey building, which is accessible by passenger lift. The service has a large enclosed outdoor garden which is easily accessible for residents.

The aims and objectives for the service were:

- "to deliver exceptional customer satisfaction through commitment to good quality care in a responsive and understanding atmosphere."

What people told us

We received back eight out of 20 Care Standards Questionnaires (CSQs) we sent to the service to randomly distribute to residents and their families and friends. We asked their views on 25 quality statements about the service's care, environment, staffing and management. Returns highlighted that people strongly agreed or agreed that the quality of care was of a very good standard.

We spent time speaking with people during the two days. The views of people who responded to our care standard questionnaires, and who spoke to us are reflected here. We also spoke with members of the staff team.

The inspection also benefited from support from our 'Inspection Volunteer Scheme' which allowed us more opportunities to gather views about the service. People who spoke with our volunteers were very positive, reflecting a good level of satisfaction with all aspects of the service.

Residents commented as follows:

- "the girls are lovely"
- "they keep everything so clean"
- "the meals are very good"
- "I love the snack tray - it's so full of everything"
- "I'm well looked after"
- "they are so kind here"
- "I feel very safe here - knowing that I have someone to look out for me"
- "it's a lovely place and the staff are great - always a laugh"
- "you never want for anything"
- "laundry is excellent".

Relatives also commented:

- "the staff at Willowbank are brilliant - always happy and welcoming"
- "cannot praise the staff /management high enough"
- "the range of therapeutic activities on offer for residents are excellent"
- "I am extremely happy how the staff look after my mum and they respect how she feels at all times"
- "all staff at the care home are very caring towards residents and family - carers can't do enough"
- "the staff are just wonderful"
- "they look after mum so well"
- "the staff go above and beyond"
- "sometimes you can't find staff"
- "they gave all worked so hard with the garden area - it looks great"
- "can't fault the staff at all"
- "you're made to feel part of the family".

Staff said:

- "management is 100% supportive"
- "all in all it's a great place to work"
- "'I really enjoy working at Willowbank - it's a great place to work"
- "they put you through training a lot to gain more confidence in regards to your job"
- "manager's door is always open".

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.

Willowbank provides a calm and welcoming environment for those who live there. We noted high levels of cleanliness throughout the building.

People should always experience compassion and be treated, with dignity and respect. We were pleased to see that there was good evidence of warm, positive relationships between staff, those living within the home and relatives. People's views were respected, and the home used people's wishes and preferences to shape how they were supported. Residents experienced positive outcomes from staff who demonstrated genuine warmth. We were also encouraged by the positive responses from residents and relatives during the inspection.

We saw that there was good engagement with residents and staff spending one-to-one time with people. We saw staff supporting the promotion of meaningful days and interests. This involved all the staff including the maintenance person and the cooks and housekeeping staff. This approach has fostered relationships and created good banter.

We used the Short Observational Framework for Inspection (SOFI2) to directly observe the experience and outcomes for people who were unable to tell us their views. We observed people who were in the lounge area, and although they declined the offer to be involved in an activity we saw that staff were friendly and welcoming.

People told us that they continued to have good links with the community. The staff strived to encourage and promote this as much as possible, through visits to the bowling club and regular trips out.

We noted that there had been redecoration around the home which residents and relatives said it: "looked more homely". A great deal of work had been done in the garden area following a fundraising effort. Everyone said they were delighted with the improvements.

Garden ornaments and decorations were creating much discussion with residents. The service now had a greenhouse, which the residents were growing tomatoes in. The service had further plans to develop the garden area over the next year.

We saw improvements within the service, especially with the promoting of activity and interests. There had been positive changes in supporting activities and interests, this work needs to continue and be embedded. We saw a good team approach to care, where the staff team are working better together to improve outcomes for people.

Our observations showed that all the staff teams worked with warmth and compassion to ensure that the residents were treated as individuals. We saw that staff were friendly, and we saw interactions which were supportive and sensitive to people's needs. There was a lot of friendly banter, laughs and chat.

In general medications were being managed in line with good practice. People were supported to remain well through the safe use of medications. However, we did notice an administration and recording error. This was immediately addressed during the inspection by the management team. (please refer to the area for improvement).

Distress was managed effectively, resulting in a very relaxed atmosphere for people. We received very positive feedback from relatives who said they felt reassured by the service and that their family member was safe and well supported.

It is important for residents to enjoy a healthy and balanced diet and access to plenty of drinks throughout the day. People have a choice where to have their meals. They told us that the food was very good, that they enjoyed it and that there was always a choice available. The dining room experience overall was a positive, calm and relaxed mealtime which was supported by staff.

A minute of residents and relatives' meeting highlighted that choices were being supported and the service listened to ideas and suggestions. We saw that residents' reviews were carried out at required 6 monthly intervals and there was evidence that relatives had participated in reviews, most minutes were signed. We suggested that reviews could be further developed to capture the successes made.

The service had introduced electronic care plans, we have detailed this in section 5.1 of this report.

Areas for improvement

1. The provider should ensure that medication systems are followed accurately at all times and that this is evidenced and appropriately audited.

This is to ensure care and support is consistent with the Health and Social Care Standard which state that: 'Any treatment or intervention that I experience is safe and effective'. (HSCS 1.24)

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 told us that the manager was supportive and approachable; everyone we spoke to, told us that the manager was accessible to them and easy to talk to.

A good audit system was in place in order to manage the performance of the service. This included systems to ensure that staff were appropriately registered with their professional bodies, training requirements of staff, and the ongoing maintenance of the building.

Residents' health needs were supported by ready access to GP's and allied health professionals, such as community nurses, podiatry, opticians and dietitians. This meant that residents and their relatives could be confident that their health needs were being met timeously and appropriately. We received very positive feedback from two visiting health care professionals.

We saw that there was a system in place to manage residents' finances; during our inspection, we found that this system was working very well. Our discussions with staff demonstrated a good understanding of people's individual assessed needs and their plan of care. People were assisted to maintain their identity and were treated with dignity and respect.

We noted that team meetings, staff supervision and catch-ups are held regularly. We discussed ways to further enhance supervision notes and observations of practice and left information for the management and staff teams.

Systems are in place to ensure the safety of stakeholders and to monitor the quality of care being provided. Staff told us that there was a positive and enabling culture and approach among the team and that everyone worked together better.

The manager had a good system in place; ensuring notifiable issues were reported quickly. We found that frequent checks were carried out of the registration status of all staff, with their regulatory bodies. Training enabled staff to understand their roles.

The team strived to promote best practice and better outcomes for the people at Willowbank. This approach needs to continue. The service would benefit from the further development of observed practice opportunities for staff.

New care plan formats had been introduced and although the new electronic system is in its infancy and needs further development, we saw that there were missed opportunities to personalise recordings. The 'tick box' approach missed out on detailed recordings, which were then difficult to highlight outcomes. We saw that not all information relevant to the care plan had been loaded up, including consent forms and details about the potential use of restraint equipment (pressure mats/bedrails).

We have asked the staff to review all documentation to ensure care plans are detailed, personalised and regularly reviewed. There is a need to further personalise care plans and ensure recordings are robust and outcome focused.

Areas for improvement

1. Personal plans should be accurate and up-to-date, providing guidance for staff on how individuals are to be supported to have their needs met. Plans should be further developed to be person-centred and recordings should be detailed and evaluative.

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 3.19 which states: 'My care and support is consistent and stable because people work together well.'

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 the manager fully implement, support, review and monitor the induction programme for staff; making sure there is adequate support given to staff, including practice supervision.

The team would also benefit from further developing observed practice opportunities.

National Care Standards care homes for older people 5: Management and Staffing Arrangements.

This area for improvement was made on 25 July 2018.

Action taken since then

We saw that systems were more robust and improvements had been made. Staff had regular supervision and there were observations of practice.

Although improvements had been made, there is a need to embed systems.

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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