

Windyedge Care Home Care Home Service

55A Strathmore Avenue
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Telephone: 01307 468425

Type of inspection:

Unannounced

Completed on:

1 May 2019

Service provided by:

Thomas Dailey trading as Kennedy Care
Group

Service provider number:

SP2003003646

Service no:

CS2014325906

About the service

Windyedge Care Home is situated in a residential area within the Angus market town of Forfar and is convenient for local services and public transport. The home is a purpose built detached bungalow in style with grounds to the rear. Windyedge is convenient for local services and public transport.

The aims and objectives for the service were:

- "We aim to develop the highest quality of care for residents in the safest and most efficient way".

The service is registered to provide a care service to a maximum of 15 older people. The home has been registered with the Care Inspectorate since 29 August 2014.

What people told us

We received back seven out of 16 Care Standards Questionnaires (CSQs) we sent to the service to randomly distribute to service users and their families and friends. We asked their views on 25 quality statements about the service's care, environment, staffing and management.

We spent time speaking with people at the service, including relatives and visitors during the inspection. We also received six questionnaires from staff. We spoke with the management team and staff at the inspection.

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 volunteer were very positive, reflecting a good level of satisfaction with all aspects of the service.

Comments and feedback in these CSQs and in person included the following:

From people in the service:

- "we have lots of choices here with food, bed and rising times - I like the home"
- "the activities are very good - we have exercises on a Monday - we play dominoes, have trips out in the mini bus and a man comes to play guitar"
- "the staff are very very good, very nice and of course I am treated with dignity and respect"
- "we have access to the garden, which is lovely"
- "I attend the residents' meetings, which I enjoy"
- "a girl comes in and we do different things - I'm never wearied"
- "the home is kept clean and they keep me clean as well"
- "lots of choice here - I can choose how I spend my time"
- "the food is lovely - excellent in fact".
- "I'm very comfortable - extremely grateful and very pleased"
- "I find the staff caring with a touch of humour"
- "no complaints - I've very happy at Windyedge".

From relatives:

- "the home has a caring, happy atmosphere - staff are considerate, patient and compassionate"
- "there are loads of leisure activities residents can get involved with, as they wish, along with entertainment and outings"
- "staff are quick to inform relatives of changes in their residents' health"
- "in all aspects this care home is well run from the manager to every worker - the staff always have time to speak to the residents and visitors - if it was a hotel I'd give it five stars"
- "the home is small and friendly"
- "everyone has been so kind and caring"
- "having my mum cared for by the staff is like having a whole heap of brothers and sisters"
- "I am very happy about the care service - highly recommended".

From staff:

- "I feel that I am a valued member of staff and that I'm contributing towards the excellent care given to all our service users"
- "this is most definitely a happy place to work"
- "because it's small - it has a great atmosphere - everyone knows everyone and provide an excellent care service".

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

Windyedge provides a calm and welcoming environment for those who live there. We noted high levels of cleanliness throughout the building. A programme of refurbishment and redecoration is currently taking place to improve the environment.

People should always experience compassion and be treated, with dignity and respect. We were pleased to see that there was strong evidence of warm, positive relationships between staff and those living within the home. 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 are also strongly encouraged by the positive responses from residents and relatives during the inspection.

We saw a lot of 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 much banter. People told us that they continued to have good links with the community.

We saw continued improvements within the service, including a very good team approach to care, where the staff team are working together to improve outcomes for people. The team is aided through regular meetings and daily updates.

Medications were being managed in line with good practice. People were supported to remain well through the safe use of medications. The service had implemented positive changes to medication storage, and we saw regular monitoring of temperatures.

Our observations showed that all the staff 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 and chat. People told us they were listened to and felt safe: "staff are good, they do sit and chat".

People living at Windyedge said that they felt safe and secure without being over protected. Distress was managed effectively, resulting in a very relaxed atmosphere for people. We saw that staff came up with innovative ideas to involve and include residents who were less able to be fully involved in activities and social events.

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: "there is always fresh fruit and home baking, we get scones, pancakes and traybakes which are lovely".

A minute of residents' /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 six 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.

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 should be confident that their care plans give clear direction to deliver their support and that they are reviewed and updated, when there are any changes in their health or circumstances. We sampled plans and found them to be very good.

It is important that care plans provide information about people's preferences. We found that there was very helpful information and good detail about people's interests and preferences. The service has introduced a more person-centred approach to care planning and we saw that the new plans were progressing very well. Some care plans and reviews were focused on the health and welfare needs for people. We suggested that the successes of promoting meaningful activities should be highlighted in reviews, in order to capture the successes and improvements as outcomes.

Residents' /relatives' meetings were held regularly and where suggestions, ideas or concerns had been raised, they had been acted upon by management to bring about improvements.

The management and staff team has brought about a continued improvement to the service by focusing on the importance of teamwork and encouraging everyone to play an important part in developing and improving the service. The service should continue with this approach.

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

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