

Westerfields Care Home Care Home Service

30 High Calside
Paisley
PA2 6BE

Telephone: 0141 840 1110

Type of inspection:

Unannounced

Completed on:

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Service provided by:

H & H Care Homes Limited

Service provider number:

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About the service

Westerfields Care Home provides 24 hour nursing care for a maximum of 64 older people and is situated in the Calside area of Paisley. The premises are situated close to public transport links and there is parking available. The provider is H&H Care Homes Limited.

The care home is purpose three story built facility with a basement for services. It stands in private grounds some of which are accessible to the people living in the home. It is finished to a high standard with single room accommodation and en suite facilities.

The care home has three separate group living units with well appointed bedrooms and private ensuite wet rooms. Each of the three units has its own large lounge with a spacious dining room, quiet room and a satellite kitchen pantry. All areas were furnished to a very good standard.

Communal areas on the ground floor had patio doors leading out to the small secure garden areas. Additional facilities included access to hairdressing facilities. Families and staff could access a well maintained and large outdoor area with garden furniture.

The home has access to a range of allied healthcare professionals including an enhanced General Practitioner (GP) service, the care home liaison nurse, speech and language therapists and podiatrists. This enriches the care and support available for people.

What people told us

As part of our inspection we spoke to people who use the service. We spoke to people through face-to-face interviews, telephone discussions and questionnaires. The feedback we received was generally positive, and included:

We asked people using the service and their relatives to share their experience of living in Westerfields care home. We spoke to a range of people face to face during the during the inspection visit.

The people we talked to during the inspection spoke warmly of staff and the care they provided.

- 'I love staying in the care home'
- 'I like to do house work and staff bought me dusters'
- 'I like the home'
- 'the place is very clean'
- 'I can't complain about the care I receive'
- 'I would love my husband to come and stay with me'.

Residents told us staff:

- 'were supportive and they take good care of me'
- 'listen when I need to talk'
- 'enjoy me sharing my own experiences of being a nurse'.

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

The positive culture and values of this service were well established within the home. Residents experienced

positive outcomes from staff who showed genuine warmth and respect. We saw people had developed trusting relationships with the staff who saw them as unique individuals. The care home was welcoming with a range of comfortable furnishings. A relative we spoke to told us the service felt homely.

People living in the home benefited from the support of the trained and responsive nursing and care team. Staff demonstrated knowledge of the needs, wishes and preference of the people they supported. There was evidence people's healthcare issues were attended to promptly. This responsive approach resulted in the effective management of individuals changing healthcare needs including end of life care.

Staff regularly assigned to individual units were committed to and understood the benefits people gained from meaningful activity. Staff were particularly skilled when spending time with people on a one to one basis. People responded to staff with warm words of praise. This showed people felt safe and found comfort from those relationships. Access to a range of equipment provided fun and benefited individuals' wellbeing.

We saw staff used their knowledge to encourage people to make choices about how they spent their day. This helped people to be seen and heard providing a strong awareness of inclusion and a positive sense of continued self-worth. One person told us they looked forward to chatting to the staff who had helped them shop for clothes and decide on a new hair colour.

People had access to a small safe and secure outside garden as well as an open area which facilitated larger outdoor group events. Further development of safe and independent access may help increase the sense of freedom for some residents. We directed the service to the 'Kings Fund Environmental Assessment Tool'. We were confident in the level of resident and relatives' involvement influencing further developments.

Staff set up the dining areas with tablecloths and place settings. Printed four weekly menus contained several choices of food. This provided familiar prompts to help residents with mealtimes. The dining experience was calm, relaxed and very well managed. We saw that people with special dietary needs received a very high level of dignified support. Those residents we spoke to told us they enjoyed the food. Additional drinks and snacks were available from small pantries attached to dining areas.

Staff and residents benefited from an organisation committed to improvement. For example regular reviews by the management team helped inform staff supervision and improvement actions. Evolving roles and additional training for senior care staff had the potential to provide additional expertise.

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**

The service recently invested in a new electronic software system for care and support planning. This stored residents' key information and captured the range and frequency of staff interactions. Staff told us the software managed daily notes and important alerts. They felt it had improved communication, recordings and reduced duplication. This meant staff had increased time to spend with residents. We felt the electronic care plans were based on good practice models, tools and guidance.

The care plans continued to support and promote effective care delivery. We saw the content of plans reflected agreed actions as well as outcomes. This helped to ensure people were treated as individuals and their personal preferences respected. They were up to date and regularly reviewed.

Future needs were anticipated as part of regular assessment and review. Relatives told us reviews provided an opportunity to address and discuss any areas of concern. For example a family member told us staff encouraged their involvement and they felt able to raise concerns which were addressed. We read care reviews and meeting minutes and saw actions were routinely evaluated.

Residents' health needs benefitted from the input and assessment provided by visiting allied health professionals. The enhanced General Practitioner (GP) service ensured time and support for an effective approach with access to medical care. This meant people's care plans were right for them. They set out how individual's future needs were to be met including end of life care. This provided increased piece of mind as a result of planning and clearer decision making.

Staff were becoming more comfortable using electronic hand-held devices to capture the 'in the moment' aspects of people's day-to-day life. This information was important as it helped to create a full picture of the daily care and experiences of individuals. This approach allowed staff to use their observations to evaluate current care and plan future care. This was especially effective when planning care for people who were living with dementia and were unable at times to find the words to express their needs and views. The management team were monitoring the quality and content of plans as well as developing new auditing processes to capture success.

There was a robust Electronic Medication Administration Records (eMAR) software system medication system reflecting good practice guidance. This helped to maintain and improve people's health. Staff demonstrated they were safe and competent when administering medications. Residents' received support with their medicine at the correct time, in the prescribed dose. The service was also involved in regular internal and external medication audits. This helped to maintain safety and good practice.

Staff were aware of their role in adult protection. Appropriate legal arrangements were in place and regularly reviewed.

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 support plans to meet their stated aims and objectives of being person centred and outcome focused.

National Care Standards - Care Homes for Older People, Standard 6 Support arrangements

This area for improvement was made on 22 November 2017.

Action taken since then

The service has implemented a new software care planning system 'Person Centred Software' (PCS). This captures personalised information, individual preferences and wishes. Actions to meet needs are based on agreed outcomes. We considered this recommendation to be met.

Previous area for improvement 2

Records relating to residents' daily fluid intake should be fully completed and include amounts taken and daily targets.

National Care Standards - Care Homes for Older People, Standard 13.6 Eating well

This area for improvement was made on 22 November 2017.

Action taken since then

The new PCS care planning software includes an effective process to alert staff to residents on managed fluid intake along with records showing fluids offered and actual fluids taken. We considered this recommendation to be met.

Previous area for improvement 3

As indicated in the relevant guidance, individual assessments of residents' dependency needs should be collated to inform staffing levels and deployment.

National Care Standards - Care Homes for Older People, Standard 5 Management and staffing

This area for improvement was made on 22 November 2017.

Action taken since then

The service has implemented a new dependency tool to help inform safe staffing. They will continue to monitor results and assess outcomes for people experiencing care in the service. We considered this recommendation to be met.

Previous area for improvement 4

The service should notify the Care Inspectorate about all relevant events involving residents.

National Care Standards - Care Homes for Older People, Standard 5 Management and staffing arrangements

This area for improvement was made on 22 November 2017.

Action taken since then

Notifications made to the regulator were appropriate. We considered this recommendation to be 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

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