

## Skye View Care Centre Care Home Service

1 Arran Drive  
Airdrie  
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Telephone: 01236 762 242

**Type of inspection:**

Unannounced

**Completed on:**

21 May 2019

**Service provided by:**

Skye Care Limited

**Service provider number:**

SP2012011795

**Service no:**

CS2012307045

## About the service

Skye View is registered to provide a care service for 24 older people and people under 65 years who are diagnosed as living with dementia. The service is owned and managed by Skye Care Limited.

The service is situated in a quiet residential area of Airdrie. There are local shopping facilities and public transport links. The accommodation is situated on two floors with lounge and dining areas on each floor. All bedrooms are single and have en suite facilities. There is a well kept front garden for resident use and parking facilities for visitors.

The aims and objectives of the service state: "We will endeavour to provide 24 hour holistic care to specialised dementia residents in a supportive and comfortable environment. It is our objective to promote independence and help each resident reach their maximum potential. We will ensure wellbeing, privacy and dignity are maintained at all times. We actively promote resident and relative participation in all aspects of our service".

## What people told us

We gathered feedback from residents in the service and their families by speaking to people during the inspection. An inspection volunteer was involved in the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service being inspected and gathering their views.

People told us that the staff were very kind and caring. Many told us that they were like their extended family. Relatives told us that they were always made to feel very welcome. People spoke very positively about the homey and welcoming atmosphere in the care home and the very low turnover of staff. Comments received included:

- Staff are all very kind.
- We had a great birthday celebration at the weekend.
- I'm happy and well cared for.
- The staff take me for walks.... I enjoy the food.
- I feel welcomed and supported by staff.
- There is really good communication between all staff and families.
- If I don't manage up to visit my relative one day, then I no longer worry as I know they are being well looked after.
- There is always a relaxed atmosphere.
- The care is fantastic and as a family we have no concerns.
- My relative is very well looked after.
- All staff from the manager down are approachable and friendly.

## 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
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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**

In order to answer this question we considered and evaluated the following Quality Indicators:

- 1.1 People experience compassion, dignity and respect - graded 6 - Excellent
- 1.2 People have a good quality of life as a result of their care and support - graded 5 - Very Good
- 1.3 People's health benefits from their care and support - graded 5 - Very Good

It is important that staff across the home treat residents with compassion, dignity and respect. We found staff to have excellent relationships with residents, families and visitors. Everyone told us staff spoke to them in a warm and dignified way. We also observed this to be the case throughout the inspection. We observed residents being offered choices throughout their day including where they wanted to sit and what they wanted to eat or drink. Residents looked clean and tidy and staff had taken time to ensure that they were very well presented and relatives we spoke with told us that this was always the case. The similar theme that came through from speaking to people was that the care home was like one big family.

The way people spend their day should promote feelings of purposefulness and wellbeing. The service does not have separate activity staff and this works very well given the small size of the care home as nursing and care staff just see this as part of their role and we observed many lovely meaningful interactions between staff and residents throughout the inspection. People we spoke with told us that this was always the case. As well as this there was a weekly activity programme which included some group activities, visiting entertainers and time spent out in the garden. We heard how residents were supported by the local church, be-frienders and deaf connections depending on their individual needs. We spent time with the management team discussing the best way to now build on how people spend their day to include them becoming more involved in the local community and to look at any wishes and aspirations they could be supported to achieve. We look forward to seeing how this evolves at the next inspection.

It is important for residents to enjoy a healthy and balance diet and have access to plenty of drinks throughout the day. We observed a choice of food to be offered each mealtime for people to choose from. Snacks and drinks were served between meals. We observed people who required help to be supported by staff in an unhurried manner. Residents we spoke with told us how good they food was and that they had plenty of choices.

Residents could be confident that senior staff had an overview of their physical and mental health care needs and consulted with relevant health care professionals including the podiatrist, GP, dietician and community mental health team as needed.

We spoke with staff and everyone spoke about how much they loved working at the care home and had a genuine interest in enhancing the lives of the residents.

## 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**

In order to answer this question we considered and evaluated the following Quality Indicator 5.1 Assessment and care planning reflects peoples' needs and wishes - graded 5 - Very Good

Residents should be confident that their care plans give clear direction on how 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 that these were completed on an individual basis and reflected each person's current care and support needs. When we spoke to staff they all knew the residents' care needs very well.

We sampled charts that should be completed by staff to enable them to monitor certain aspects of care delivery and found that overall, these were very well completed.

We found that risk assessments to assess resident's care needs were carried out regularly and then used to inform the care plan. These covered a range of key areas including nutrition, skin integrity and falls.

Residents and/or their representatives should be involved in reviewing their needs at least every six months. We sampled this and found that there was a system in place to ensure that these took place. Feedback during the reviews was very positive with no concerns being raised. The reviews did mainly focus on the health of the resident and we have asked the service to also look at how people spend their day and are supported to get the best out of life. The management team were very keen to do this.

## 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	6 - Excellent
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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