

## Montfield Support Services Care Home Service

Burgh Road  
Lerwick  
Shetland  
ZE1 0LA

Telephone: 01595 745252

**Type of inspection:**

Unannounced

**Completed on:**

21 June 2019

**Service provided by:**

Shetland Islands Council

**Service provider number:**

SP2003002063

**Service no:**

CS2008184266

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Montfield Support Service is a residential centre for older people, located in Lerwick. Montfield is registered to provide a care and respite service to a maximum of 17 older people. At the time of the inspection 14 people were accessing the service.

The service promotes an enabling and re-enablement approach. The re-enablement approach looks at ways of supporting people both in the short and long-term, including supporting people to move back home or to alternative accommodation. The service aims at promoting independence.

There is a patio and garden area to the side of the building and window boxes. The accommodation has a lounge and dining area, smoke room, an accessible kitchen area and fifteen en-suite bedrooms, two room can be used for double occupancy or for couples. The home was clean and tidy at the time of the inspection.

The aims and objectives of the service is to provide a safe environment for older adults; enabling choice, independence and supporting the physical, spiritual, emotional and cultural needs of residents.

## What people told us

We spoke with eight people at the time of the inspection. Everyone was very positive in terms of the care and support they received, the quality of the meals as well as their relationships with the staff team.

Those people without a memory impairment were very clear about the reason for their placement at Montfield with some waiting for sheltered housing to become available while others were waiting for a long-term care home place in their preferred area to become available.

We received five completed questionnaires prior to the inspection completed by those using the service. From these four people strongly agreed and one person agreed with the statement 'Overall, I am happy with the quality of care I receive at this Home.' Two people indicated that they were unaware of how to complain to us or the provider and one person indicated that their spiritual needs were not being met.

The following comments were made by those using the service:

- care and support couldn't be better
- staff are all very good, very friendly and would do anything for you
- the building is spotlessly clean and well furnished
- the quality of care and support is good

We received three completed questionnaires from family members of those living in Montfield. All three strongly agreed with the statement 'Overall, I am happy with the quality of care my relative/friend receives at this home'. All three indicated that they were unaware of how to complain to us or the provider and one person indicated that they were not asked to feedback on the service provided in any formal way.

One person commented that their relative felt very safe and well cared for by staff that were generally very kind, skilled and caring

## 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?	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?

**4 - Good**

People should be treated with compassion, dignity and respect. Those living in the service and relatives we spoke with confirmed that they had very good relationships with staff and that people were offered the right level of care and support to meet their needs. People indicated that they were being supported to do as much as possible for themselves, with the assurance that if they needed help it would be provided.

We observed staff who were genuinely respectful and interacted with those living in the service and their relatives in a professional and compassionate manner. This ensured people felt valued and respected which helped maintain their wellbeing.

People using the service should be sure that their health needs were adequately supported. This was provided through access to services such as GPs, District Nurses and other health professionals such as Dementia Nurse Specialists, when needed.

Effective systems were in place to manage people's medication. This meant that people could be confident their medication was being administered safely and their wellbeing promoted. Where we identified any issues in relation to the recording of medication, we passed this on to the manager to action.

We saw that mealtimes were a positive experience, with meals served at tables in the communal sitting and dining rooms, or in people's bedrooms, according to personal needs and preferences. If people needed help with eating and drinking, this was provided in a kind and caring manner. The quality of food was good and service users' views were sought daily on meals provided to ensure any issues could be dealt with timeously. This meant that mealtimes were a pleasant experience and enjoyed in a sociable atmosphere. Drinks and snacks were available throughout the day, for people to access as they wished out with set times.

The way people spend their day should promote feelings of purposefulness and wellbeing. The service was currently reviewing the activities on offer to those living in Montfield. New documentation had been introduced to assess peoples wishes and aspirations in terms of peoples interests and activities that they would like to take part in. This included promoting physical activity, for which a member of staff had attended training on how to develop this within the service. A staff member had taken the lead on these developments and we look forward to assessing the outcome of this at the next inspection. In the meantime all activities including entertainment were well publicised.

The service had some multi-generational links with the community and were working to improve these links. Residents commented positively on what was currently made available.

The service had its own improvement plan detailing areas for development as well as timescales to achieve these. It was positive to see that the service had taken on board feedback from the last inspection as well as looking at wider development in relation to how the service operated as well as planned environmental updates.

## 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**

Care plans should give clear direction on how to deliver peoples care and support and ensure that they are reviewed and updated, when there are any changes in their health or circumstances. Documentation seen was very outcome focused and the service could clearly show how these outcomes were being met for individuals. This was confirmed by those living there and their families who were involved in the ongoing development and review of these.

The plans helped to ensure that staff promoted people's choices and independence. This was demonstrated in the staff practice and positive interactions we observed during the inspection.

Appropriate risk assessments were in place and where a risk had been identified there was a plan in place providing details on the management of this.

Not everyone spoken with was aware of care plans being in place. Management should consider how the service ensures that people are aware of their care plans and other information held on them.

We saw that people's rights were respected and where there were issues of capacity, appropriate legal arrangements were in place and advocates involved. This meant that people experiencing care could be confident that their views would be sought and choices respected, including when they had reduced capacity to make their own decisions.

## 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?	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?	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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.