

## Viewlands House Care Home Service

25 Viewlands Road  
Perth  
PH1 1BL

Telephone: 01738 639841

**Type of inspection:**  
Unannounced

**Completed on:**  
17 July 2019

**Service provided by:**  
Abbeyfield Perth Society Ltd

**Service provider number:**  
SP2003002129

**Service no:**  
CS2003009778

## About the service

Abbeyfield (Perth) Society was formed in 1961. It is one of many Abbeyfield societies throughout the UK and overseas. They aim "to provide care and companionship for elderly people in houses that create an atmosphere as near as possible to their own homes."

The Perth Society is a registered charity.

Viewlands House is registered as a care home for 32 people. It was registered with the Care Inspectorate in 2011.

The staff group includes qualified nurses.

Viewlands House is also supported by volunteers who play an important part. It is situated in a quiet residential area in Perth near the top of a steep hill.

The older part of the house is B listed and the society says it has "been careful to retain much of the original building to provide a welcoming and homely atmosphere."

## What people told us

"It's been the best thing for my relative. Staff are great. They really care about the residents. It's not just a job. There's lots of things on. The home is clean and fresh. There are always flowers. I can speak to someone at any time. The manager is fabulous."

"Good communication with staff. The staff are understanding and accommodating of wishes and preferences."

"Physically, my relative has improved greatly since coming here. Queries are resolved quickly."

"We feel our relative is unconditionally cared for and loved at Viewlands."

"Homely, bright. Fresh flowers make a big difference. Summer houses and gardens play an important role. Our relative loves to see flowers and touch them."

"Room clean; high standards and careful attention to how our relative likes her room to be. Nothing but respect and gratitude for staff. We have a real relationship with them and that is very reassuring."

"Viewlands try to please everyone."

"Care is taken to make sure all are helped to stay safe."

"Very comfortable home."

"Just like being at home."

"I am very glad I live here."

"I'm a bit disappointed in the food. I go out to eat when I can."

"Activities organiser is very good. Full of life."

"Before taking up residence my relative's health was very poor. We have noticed a marked improvement in her physical wellbeing and general appearance. I would like to take this chance to thank the staff and committee for all the good work that has contributed to my relative's improved health."

"The home continues to keep up a high standard."

"The staff carry out their job with kindness and a smile and I have only praise for the job they do."

"Great care and respect. We consider ourselves very lucky our relative is here."

## 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?	4 - 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**

Viewlands House was clean and fresh with flowers much in evidence; beautiful gardens and summer houses. This was all appreciated and valued by residents and families. The home was well decorated and maintained; rooms were comfortable, fully en suite. Furniture included people's own belongings. Laundry and kitchen were clean and well organised. There was mostly good feedback about the food. Altogether, the home was presented very positively, indicating a very good environment to support people's wellbeing.

Residents' personal care and physical health were very well taken care of. Medication practice had improved and was of a good standard. Care should be taken to maintain this improvement. Our observation of staff interactions with residents was very positive: smiles, humour, choice and respect much in evidence. Staff went at residents' pace.

Activities were plentiful and wide ranging led by an enthusiastic and able organiser and by the impressive team of volunteers who form an important element of support at Viewlands.

Continued care needs to be taken to ensure those less able and less forthcoming are as fully involved in activities as those who find it easier to take up opportunities.

There were regular residents' and also relatives' meetings which were valued.

The manager undertakes a range of useful auditing and quality assurance.

Training was comprehensive and enjoyed by staff. They were suitably qualified, knowledgeable about adult protection and appropriately supervised to enable them to support and care for residents to a very good standard. A staff member said to us "We're glad you're here to help us improve" suggesting a positive and outward looking attitude.

Managers responded to our queries promptly, seeking to resolve matters. Similarly, residents and relatives noted that any minor issues were dealt with in a satisfactory way.

## 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**

Everyone had a comprehensive care plan and reviews were held regularly. There were suitable risk assessments.

The service should concentrate on improving how person centred and outcome focussed their care planning is. They should ensure residents and relatives are very involved in developing their care plans, with guidance, information and advice from staff and other professionals.

The service should consider ways to improve the ease that a new member of staff can navigate quickly round written care plans and risk assessments. This is to ensure they are able to understand swiftly the needs of a person they do not know and therefore to help in the best way, particularly in a crisis.

Care plans should be regularly updated in a comprehensive, meaningful way.

The manager did demonstrate her understanding and knowledge of what is required here and we are confident improvements will be made. We have noted this as an area for improvement.

## Areas for improvement

1. The provider should ensure care planning is person centred and outcome focussed with strong service user and carer involvement. Care plans should be easy for new staff to use quickly.

Health and Social Care Standards -

1.9 I am recognised as an expert in my own experiences, needs and wishes.

1.12 I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change.

1.14 My future care and support needs are anticipated as part of my assessment.

1.15 My care plan is right for me because it sets out how my needs will be met as well as my wishes and choices.

2.17 I am fully involved in developing and reviewing my personal plan, which is always available to me.

3.17 I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability and frailty.

## 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	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?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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