

## Isleshavn (Care Home) Care Home Service

Isleshavn Care Centre  
Mid Yell  
Shetland  
ZE2 9BT

Telephone: 01595 745720

**Type of inspection:**  
Unannounced

**Completed on:**  
23 July 2019

**Service provided by:**  
Shetland Islands Council

**Service provider number:**  
SP2003002063

**Service no:**  
CS2005097984

## 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.

Isleshavn Care Centre is a residential and day service in Mid Yell. The service was registered to accommodate up to ten adults on a long term residential or respite basis. At the time of the inspection there were four people receiving a service. Due to staff recruitment issues the Council had set the maximum occupancy to seven people until additional staff could be recruited. This was to ensure that those living there continued to receive the appropriate levels of care and support.

The accommodation consists of 10 bedrooms, some with en-suite facilities, with communal lounge and dining space. The building was clean, tidy and 'homely' in appearance. Rooms and the lounge and dining room areas continue to be decorated to reflect residents' interests. People had access to an inner court-yard garden, which was well maintained as well as an enclosed outside garden area.

## What people told us

We spoke with those using the service during the inspection. People indicated that they were happy in Isleshavn. They liked the staff team and all interactions seen at inspection were warm and appropriate to meet peoples needs.

One person spoke about being out in the garden and planting flowers. Others were happy doing their own thing such as puzzles and jigsaws.

People told us that they enjoyed the days that day care were in the service, where they could chat to other people as well as take part in the activities planned for that day.

One relative completed our care questionnaire prior to the inspection. They highlighted a number of areas where they thought improvements could be made particularly around staff engagement and activity.

## 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
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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. The residents we spoke with all confirmed that they had very good relationships with staff and that they were offered the right level of care and support to their needs. They stated that they were treated very well, being supported to do as much as possible for themselves, with the assurance that if they needed it would be provided.

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

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. People were very happy with the quality of food provided. This meant that mealtimes were a pleasant experience and enjoyed in a sociable atmosphere. There was a small kitchen area that people could access to make drinks and snacks if they were able or staff ensured people were offered drinks and snacks on a regular bases.

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

Medication was well-managed and this helped to ensure that people received their medications as intended. Medication management was regularly reviewed by pharmacy and health professionals to ensure people continued to receive the appropriate medications. This helped to ensure people's state of health was maintained or improved.

The way people spend their day should promote feelings of purposefulness and wellbeing. Activities should be meaningful and suited to individual's abilities and needs. The service was reviewing the activities on offer to those living in Isleshavn. We noted that people were encouraged to carry out activities they enjoyed individually, such as puzzles and jigsaws, as well as joining in the activities that took place in day care twice a week. We saw that people were encouraged to make use of the outside space and that residents had been responsible for planting vegetables and flowers around the home, which they had enjoyed.

Management were aware of the need to further develop the range of activities, including entertainment, that were provided in the service. Plans were in place for a staff member to take the lead on these developments, including the promotion of physical activity, and we look forward to assessing the outcome of this at the next inspection. We signposted the service to resources that would help improve the quality of meaningful activities.

The service had its own improvement plan detailing areas for development as well as timescales to achieve these.

## 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.

The plans helped to ensure that staff promoted peoples 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. This helped to ensure peoples safety in areas such as the environment as well as health issues.

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

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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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