

## Campbell Snowden House Care Home Service

Abbeyfield Strathgryffe Society  
Campbell Snowden House  
Quarrier's Village  
Bridge of Weir  
PA11 3SX

Telephone: 01505 614350

**Type of inspection:**

Unannounced

**Completed on:**

25 September 2019

**Service provided by:**

Abbeyfield Strathgryffe Society Limited

**Service provider number:**

SP2003000215

**Service no:**

CS2003001090

## About the service

The service was registered with the Care Commission in April 2002 and transferred their registration to the Care Inspectorate on 1 April 2011.

The provider of Campbell Snowdon House is Abbeyfield Gryffe Society Limited. The home is in the small semi-rural Quarriers Village in Bridge of Weir, Inverclyde. There is an irregular bus service into the village.

The care home provides residential care for a maximum of 27 older people. There are 23 single bedrooms and four rooms (one of which is a large suite) which can be used as double for couples and those wishing to share. There were 27 residents living in the home when we inspected.

The home has two generous size lounges and a separate dining area. Lounges open out to an extensive, well designed and well-equipped garden. All bedrooms have en-suite facilities. The garden is home to a variety of pets and animals.

The overall purpose of the society is:

"The Society's purpose is to provide elderly persons with their own home within the security and companionship of a homely setting with their wellbeing and care at the heart of everything we do".

## What people told us

During the inspection we met with eighteen residents and one relative. Several residents were keen to provide us with feedback about how much they enjoyed being at Campbell Snowdon.

One resident gave us a guided tour of the garden and showed us their most recent pet duck which they had hatched from an egg in the main lounge. Residents were able to monitor the hatching progress. Several residents told us how much they enjoyed seeing the various animals who live in the garden.

Although we only met one relative, their family had several people resident in the care home. The relative was full of praise for management and staff and told us as a frequent visitor, staff never failed to make them feel welcome.

Seven residents and seven relatives returned our Care Standards Questionnaire to us prior to the inspection.

Residents told us:

"This home is kept very well my bedroom is always spotless".

"Truthfully I have no complaints, I feel very lucky to be living here. There is always lots to do and all the staff are my friends".

"I appreciate that someone comes and checks what I want for my meals especially for tea-time so I can get what I like. I'm very happy here".

"Excellent care and a very supportive staff".

Relatives were glowing in their praise:

"The staff are very good and support the residents and each other. Lot of smiling faces. My mum tells me constantly how kind they are to her. They give help when she wants it but also her privacy. The events' organiser provides lots of interesting and varied activities. Her key worker keeps me informed and we leave feeling good. I visit 3 to 4 times a week and am always made welcome. An excellent example of how a care home should be".

"Could not ask for a better care home for my mother. I can relax knowing that her every need and wish is being met".

"There appears to always be something going on to provide fun or distraction. If an individual is sad or confused, they are given one to one comfort and care until the distress passes. My mother is a happy wee soul. She's always comfortable, clean and tidy with a nice hairdo. She loves her carers and will often say 'She's lovely', 'This one's a hoot' or 'She's so good'. It gives me great comfort to know she's so well looked after".

### 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?	6 - Excellent
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?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

### How well do we support people's wellbeing?

**6 - Excellent**

The care home was sector leading and an excellent example of how the highest standard of care can be achieved and delivered. We observed that residents were at the heart of all activities and events in this happy home.

Residents were fulsome in their praise of staff and told us they were free to pursue any activity of their choice. They said they liked the options of privacy or company.

We observed residents fully engaged with staff and clearly enjoying each other's company.

Residents said:

"Activities are geared to our individual interests. I love spending time with the children (from local school). All the staff are very caring".

"I am happy and contented living here".

Personal care was delivered in a seamless manner with people's dignity protected. Each resident's talents, interests and opinions were valued and informed the home's daily programme. Every resident had the opportunity for outings or activities of their choice. One resident had just returned from an overnight stay in one of their favourite childhood haunts. Another resident had returned home for a day to cook pancakes on their own griddle.

There were examples of sector leading practice. The service recently contributed to a video commissioned by the SSSC (Scottish Social Services Council) and Care Inspectorate about compassionate care. This supported other services to implement best practice.

Staff actively promoted the Care About Physical Activity Programme (CAPA) and all personnel and visitors joined residents for a short programme of movement selected by the residents. This was followed by staff accompanying residents in walks throughout the home and out into the garden. Some residents had set themselves targets of how to increase their daily movement and build up strength and improve balance.

The service contributed to the Care Inspectorate's 'Animal Magic' videos to demonstrate the benefits of pet therapy. Some of the residents told us about their new addition of a young black duck. Therapy dogs and other animals were regular visitors, much to the enjoyment of many residents who had had their own pets when living at home.

The home had a tri-shaw which volunteers used to take residents out to the surrounding village. This meant residents stayed connected to their local community and also provided access to fresh air and lovely scenery.

The tri-shaw project evaluated so positively that a new wheelchair adapted version was on order. This will ensure that the less mobile, or less fit, people will also benefit from safe and easy access to the outdoors.

People's physical and mental health benefitted from good joint working with local health professionals. Another very important aspect of physical and mental health was the vibrant setting and social opportunities. No two days were the same at the home and this resulted in excellent outcomes for people who use the service.

The manager was engaged in outreach work with local primary and secondary school pupils to spread awareness of what it is like to live with dementia. This contributed to a local dementia friendly community.

The service was performing at an excellent level and no areas for improvement were identified.

## 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?****6 - Excellent**

The service's Development Plan for the year was outcomes focused and put residents at the heart of everything the service did and shaped how care continued to further develop.

The service had moved to an 'Outcome Star' approach to their care plans so that each plan was highly individualised and reflected the wishes, preferences and concerns of each person.

Staff had dedicated time to work closely with each resident and their family and/or representatives to capture the aspirations of each person and tailor their support accordingly.

We noted that of the small number of deaths in the past year, each person had had a 'Thinking Ahead' plan. People were cared for throughout their last days in a familiar setting with staff that they, and their families, knew. One person told us how staff had cared for them during their mother's final journey. They said the care and love given to them had made this very painful event easier to bear.

The service had closely collaborated with the local hospice to ensure all staff were fully briefed and familiar with how to care for people receiving palliative care within the home. The service was due to contribute to a local learning event run by the hospice to promote compassionate care, at home, at end of life.

The service had been a main contributor to the 'Come on In' booklet which promoted personalised compassionate care and was distributed to all care homes in Scotland. The service continued to actively promote this philosophy and the close relationship they developed with family members helped support them throughout their loved one's time at Campbell Snowdon.

Relatives told us:

"I would like to take this opportunity to state that I cannot be more complimentary enough about the care my mother has received over the last 6 years at Campbell Snowdon. My mother's dementia has progressed over this time and the care she receives had been adapted and changed to meet her needs. Though it can be upsetting to see a loved one deteriorate in this manner all the staff have always gone out of their way to make my mother's quality of life the very best possible. All staff are a credit to the 'Care Service'. The manager has always been very supportive and helpful, and I am very grateful to them for that. Very well done to all at Campbell Snowdon a very big 'Thank You'".

"Campbell Snowdon is a brilliantly run residence. Their use of social media of the goings on and activities is a bonus for further afield relatives. It allows them to feel closer to my gran. I have had no complaints about my gran's care. Having delivered care training in the past I have some knowledge of this sector. Campbell Snowdon is an exemplar to the rest of the care sector. The manager and the team do a fabulous job".

What made this a sector leading care home is that there is a stable staff group who had the time, skill and commitment to make each resident's day the best it possibly could be. It was a reflective organisation which never stinted in its efforts to bring joy to the daily life of its residents.

The service was performing at an excellent level and no areas for improvement were identified.

## 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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	6 - Excellent
How well is our care and support planned?	6 - Excellent
5.1 Assessment and care planning reflects people's planning needs and wishes	6 - Excellent

## 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.