

Crofthead House Nursing Home Care Home Service

Eastfield Road
Fauldhouse
Bathgate
EH47 9EF

Telephone: 01501 770402

Type of inspection:

Unannounced

Completed on:

24 October 2019

Service provided by:

Croftwise Care Ltd

Service provider number:

SP2014012283

Service no:

CS2014325018

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

This service was registered with the Care Inspectorate on 20 May 2014.

Crofthead House Nursing Home is registered to provide a care service to a maximum of 57 older people. Within the maximum 57 places, two places may be provided for two named individuals under the age of 65. The provider is Croftwise Care Ltd.

The home is located in the village of Fauldhouse, West Lothian. The building was previously the village school and is at the heart of the local community. Some of the residents and their families have connections with the former school. There are local amenities, shops and outdoor spaces for people to enjoy. Public-transport connects Fauldhouse with towns in West Lothian and beyond.

Crofthead House Nursing Home is set out across three levels within the main building of the care service. There is also a specialist dementia unit, referred to as Poppy Unit, accessed through both a corridor from the main building and by a separate access door. The interior of the building has been going through a refurbishment programme making it a homely, comfortable environment with residents fully involved in soft furnishing, furniture and decoration choices.

The service aims include:

"Each resident is encouraged to exercise choice in all aspects of their care."

"Residents' serenity and happiness is of paramount importance."

What people told us

Before the inspection, we sent 15 questionnaires to people living at Crofthead. We received 10 completed questionnaires. We also sent questionnaires for residents' family members, and received 12 completed questionnaires. Comments included:

"Crofthead is a 1st class establishment who look after [my relative] well. Whether it's from the management to the care workers. I could not ask for a better place for [my relative] to be."

"We have been very happy with the care [my relative] receives ... we visited many other homes before selecting Crofthead and it was by far the best. The staff are all very professional and it is obvious they care about the residents."

"My [relative] has been in Crofthead for 8 months and it has been outstanding ... senior management, nurses and administration staff are all first class along with the carers."

"I am very impressed at the level of care provided to [relative]. The staff are unfailingly pleasant, helpful and caring. They provided excellent care ... they have been pro-active in adjusting his care and support and keeping me involved at all times. Any concerns or issues I have they listen to and address. I really cannot speak highly enough about these staff."

"[My relative] settled in very quickly. All staff seem to know her by name. Any interactions I have witnessed have been positive and sensitive."

During the inspection, we spoke with people living at Crofthead and some of their families. Overall, everyone who gave us their views was very happy with the quality of care; in particular the staff and the quality of the food were praised. People told us:

"Staff are brilliant. They are all very nice, very kind. Staff helped me; I found it very difficult to adjust after moving here. We've all got a good rapport with the staff."

"I have found it very good, there's lots of entertainment. There are two new cooks who are very nice, very good. The staff are very good, very kind."

"The chefs are very amenable, they listen to us and take heed of individual comments and that's very important to me."

"XXX is a brilliant chef. The food is excellent, he makes delicious cakes."

"Staff are very kind, very attentive. I can't fault them."

Family members told us:

"They look after [my relative] well. I'm quite happy, I don't see any problems. The staff are very good, there are lots of activities for people and I get to join in with everything. They are lovely lasses."

"I'm happy with the care. They deal with it if we have any problems. Staff are very good with [relative]."

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

During the inspection, we saw that people living at Crofthead experienced excellent care through the warm and compassionate relationships with staff. People we spoke with praised the staff and valued their relationships with them. Where people were unable to tell us their views, we observed interactions and how people were cared for. Our observations showed that people's mood and wellbeing benefited from their interactions with staff; laughter and good humour was a part of daily life.

We could see that staff knew people living at Crofthead really well, and used their knowledge and understanding of people and how they preferred to be supported so that they could provide care of a very high standard. This was especially evident where people showed signs of stress or distressed behaviour, and staff used their knowledge of the person to help them to feel more at ease and involved in meaningful activities.

Part of the ethos of care at Crofthead included supporting people to be engaged in regular activities, helping to maintain cognitive and physical abilities and enabling people to get the most out of life. Activities staff and care staff spent time with people finding out about what mattered to them most, and then supporting them to achieve these goals. Activities were tailored to people's needs and interests. People especially benefited from excellent links within the local area, enabling people to remain connected with their community.

We observed staff making sure that every resident was included, showing compassion, warmth and genuine interest in each person's life, history and wellbeing. The knowledgeable, skilled and organised approach combined with care staff's authentic warmth meant that residents experienced excellent compassionate care in a relaxed and calm environment.

Health information was based on full and detailed assessments, and where nurses were leading how care was delivered, there was detailed high quality recorded information which was shared with visiting health professionals. As a result, people could be confident that their health needs were responded to quickly, and the right treatment provided, including through anticipatory care plans and end of life care.

The electronic medication system was very effective in reducing the risk of errors and was personalised, working around people's individual preferences. People benefited from regular reviews of their medication and excellent communication with the pharmacy and GP practice.

People praised the kitchen staff, who were well-known around the care home. The high quality of the food and people's regular involvement in menu planning and evaluating the meals meant that people felt valued because their views were central to mealtimes. Meals were healthy and well-presented, and people's individual nutritional needs and preferences were well recorded so that their choices were respected. Snacks and drinks were available in all the lounges, and were visible so that people could help themselves.

Overall, we felt confident that people living at Crofthead received excellent care.

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**

People's assessment information was recorded in an electronic system. Information for each person was very detailed in the individual descriptions of how all aspects of their care should be provided in line with their preferences. This information was of an excellent standard and written in a person-centred way, describing what was important for each person about how their care and support was delivered. This information was used by nurses and care staff to provide care and support in the ways that were most important to each person.

All staff who were providing care had access to the care plans, and recorded how people were experiencing their care each day. This kept the care plan up-to-date and relevant for each person.

Care plans were evaluated and updated monthly, or when someone's circumstances changed, and full reviews were held every six months to make sure that people's care and support needs were being met through living at Crofthead. Strong quality assurance systems meant that care planning was monitored to keep care plans to a very high standard, and centred on each person. Staff used a variety of ways to help people to be involved in planning their care.

Family members and others who were important to people living in Crofthead were fully involved in decisions about their care. Where people lacked capacity to make decisions, the relevant legal documents were in place and staff were clear about their responsibilities in supporting people with decisions, and who had authority to make decisions on their behalf. This included taking into account people's wishes around anticipatory (advanced) care, and where they would prefer to receive care if they became unwell.

Crofthead has CCTV in all public areas of the care home. This was used innovatively to help keep residents safe, and to review incidents, for example where someone has fallen to help reduce risk. The manager will review the use of CCTV and consult with residents and families alongside relevant guidance about the use of CCTV in care homes.

We were impressed with the leadership team at Crofthead, who have shaped the care and support around finding out what is important to each person living there. This meant that the excellent care people received was very responsive, flexible and person-centred.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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

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