

David Walker Gardens Care Home Service

12 McCallum Avenue
Rutherglen
Glasgow
G73 3AL

Telephone: 0141 647 4781

Type of inspection:

Unannounced

Completed on:

19 November 2019

Service provided by:

South Lanarkshire Council

Service provider number:

SP2003003481

Service no:

CS2003001340

About the service

David Walker Gardens is a purpose built care home owned and managed by South Lanarkshire Council and provides care and support for up to a maximum of fifty older people of whom a maximum of four at any time will be in receipt of respite care.

The home is located within a residential area of Rutherglen and is within close proximity to transport links and local amenities.

The service is housed over three floors with a passenger lift providing access to each floor. The home consists of six separate units which provide apartment style living and are furnished and maintained to a very high standard.

The entrance to the home provides a reception area, hair salon, cinema, community café and a large, spacious communal dining room. There is an enclosed, well maintained and accessible garden and some of the rooms on the ground floor have patios leading into the garden.

The aim of the service is to provide a high quality of life for residents in a homely environment, to promote rights, encourage independence and to retain each resident's individuality.

What people told us

Prior to this inspection we issued a total of 30 Care Standard Questionnaires to residents, relatives/carers of which a total of 25 were returned.

Some of the comments we received from these questionnaires were as follows;

- I feel very lucky to be living here.
- The home is lovely. I would recommend here 100%
- No complaints about anything.
- Staff are all very good, help me if I need but they know I can do things for myself.
- I am a lot better than I was when I came in, thanks to the care and attention I have received since I came in.
- I go walks around the unit and into the garden, I love walking.
- They are all very friendly and willing to help and to listen to you which is very important.
- It's a great place to live. Staff help me when I forget where my apartment is. I feel the place is kept clean and tidy. I love to go in the garden to see the fish in the pond as well as all the plants.
- What more can I say except I have landed on my feet.
- I feel that the manager and senior team are great and always happy to help.
- There is nothing I would change, the staff and facilities are excellent and my relative is well looked after and cared for.
- More staff, the people who look after my relative always seem to be spread too thin.
- The staff are constantly moving round and this effects the consistency of care. However the staff are always nice, more staff are needed as they are constantly running around, busy doing their best.
- Occasionally laundry goes missing, but having said that the standard of cleaning is superb. Every care home should be of this level of care and environment.

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?	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?

5 - Very Good

People who experience care have the right to be treated with dignity, respect and compassion and have confidence in the people who provide their care and support.

People we spoke to spoke very highly of this service and told us they felt well supported and looked after by a caring and knowledgeable team of staff.

We observed a well trained and competent team of staff who demonstrated a genuinely compassionate approach when interacting with residents and their relatives.

Some of the residents we spoke to told us that living in the home had benefited their wellbeing and improved their quality of life.

Regular consultation was taking place with residents and relatives who said they felt listened to and that appropriate actions were taken to ensure positive outcomes to suggestions and requests

There was a varied range of activities and outings available and residents were regularly consulted on the activity programme with their views and wishes used to inform the ongoing plan. Residents and visitors benefit from the use of a community café and large cinema room. There was a full activity programme organised throughout December which included developing the garden into an enchanted Christmas themed area for residents and the local community to enjoy.

The service had developed great intergenerational links with the local mother and baby group who visited regularly promoting breast feeding and the book bug club.

Staff were also actively involved in the Caring About Physical Activity programme promoting exercise with residents through music, walking, gardening and dance.

This level of activity helps people to maintain their past interests, promotes independence and provides great opportunities for social interaction relieving boredom and feelings of isolation.

The dining room was nicely set out, staff were attentive, encouraged choice and provided support respectfully where required. People could choose where they wanted to eat their meals and we saw plenty of drinks and snacks available throughout the day which helped maintain people's health. Additional monitoring charts were in place which were generally completed well.

Residents could be confident that their healthcare needs were supported by a safely recruited, trained and competent staff team. There was evidence of regular consultation with relevant health care professionals who spoke positively of this service. Medication was stored securely, and regularly audited by management with action plans, additional training and reflective accounts recorded in response to any discrepancies identified to improve practice.

Staff had also received positive recognition for their successful participation in the continence promotion programme which had resulted in positive outcomes for some residents

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**

People should be able to benefit from care plans which are regularly reviewed, evaluated and updated which consistently informs all aspects of the care and support they experience.

This home benefits from a stable management team who support a well trained and competent staff team who were aware of the Health and Social Care Standards.

The manager and staff had recognised that the current care plans are large, repetitive documents and discussed ways to streamline and improve the presentation of these going forward.

The care plans we looked at provided some good, person centred, information on individuals needs and preferences, abilities and choices and how staff should effectively support these.

Risk assessments were in place with details on how to monitor and manage the identified risk. The service had established good links with external professionals who staff consulted regularly if they had any concerns or needed advice.

More detail on medical conditions as well as more detail on how staff should approach and provide support to residents who continually refuse assistance with personal hygiene will improve these plans further.

Some residents experienced periods of anxiety and distress and we saw regular input from external professionals as well as some good detail on how to support and manage this effectively.

Staff used behavioural monitoring charts to record where residents were experiencing episodes of distress. An overview or evaluation of this information to demonstrate how it has been analysed and used to influence any changes to individual care needs will improve this further.

The care plans demonstrated that residents had been involved and consulted in the care planning process. There was good monthly overviews of these plans which provided an informative summary of the previous months care, support and changing needs.

Six monthly reviews were taking place and the people we spoke to told us they felt fully informed of any changes and were confident in the standard of care provided.

We saw anticipatory care plans and where there were issues of capacity, appropriate legal arrangements were recorded and in place. 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.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Where audits have been carried out in relation to care plans, medication records, accidents/incidents and daily charts the service should ensure that there is sufficient information, to show how risks have been minimised and progress made, particularly where actions required have been identified.

This ensures care and support is consistent with the Health and Social Care Standards which state: "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes". (HSCS 4.19)

This area for improvement was made on 12 December 2018.

Action taken since then

There had been some issues and errors with medication management, we could see that medication was being audited regularly and where there had been issues identified staff had received additional support through training and were encouraged to write reflective accounts to improve their practice. The quality assurance system was currently under review and was being updated by the provider. We could see that there was a range of audits taking place with a record of actions which were being reviewed by staff. This area for improvement has been met, we will continue to review and monitor the quality assurance systems at future inspections.

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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	6 - Excellent
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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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 ਵਿਚ 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.