

Wheatlands Care Home Service

Larbert Road
Bonnybridge
FK4 1ED

Telephone: 01324 814561

Type of inspection:

Unannounced

Completed on:

31 January 2020

Service provided by:

Balhousie Care Limited

Service provider number:

SP2010011109

Service no:

CS2010272088

About the service

Wheatlands care home is part of the Balhousie Care Group. The service is located in a 19th century period home which has been restored and tastefully decorated to provide care for 59 older people.

Wheatlands is registered to provide nursing, residential and respite care and is situated in Bonnybridge a village near Falkirk.

All bedrooms have a 24 hour call-alert system, there is full lift access to all floors and wheelchair access throughout the home.

This service has been registered with the Care Inspectorate since October 2010.

What people told us

Before the inspection we sent Care Service Questionnaires (CSQs) for people using the service. People who responded were positive about the care provided at the service. Comments included:

"I feel the staff are helpful."

"Concerns not always dealt with."

"I would like it a bit more quiet and to be listened to."

"Most of the food has a high calorific content. I do not like too much salt or sugar."

"Staff encourage me to do my exercises."

"Staff very helpful and a nice environment."

"I attend the residents' meetings. If I raise any concerns I know staff will deal with them and keep me up to date with the outcome."

"Staff use good humour to diffuse tricky situations."

"We are looked after well in the home."

"I get on well with all the staff."

"I think this home is lovely."

"I would not change anything. The staff are good to me."

"We could do with more music and exercise."

"I wouldn't change anything here. We are looked after very well. I like all the staff and the leadership is very good."

"I always find everyone nice. The girls are lovely."

"I would like to see more of the community."

Before the inspection we also sent CSQs for relatives and friends. People who responded were positive about the care provided at the service. Comments included:

"My relative's wellbeing appears to be as important to the staff as it is to me."

"The staff team are excellent, they look after my relative very well. It's like a big family. They always make time to talk to you."

"The room my relative has is lovely and is always kept clean and tidy."

"The staff are genuinely caring and are very good with all the residents."

"The manager is very approachable and always has time for everyone. The atmosphere is always happy and cheery. I always feel welcome."

"More room centred activities could be developed. More stimulation (for relative) would be beneficial."

"My relative is very well supported and staff do take time to get to know and respond to relatives' needs."

"Hard working, approachable, friendly and caring staff."

"Some doors a bit tight for wheelchairs. Lounge seating would benefit from a table with easier access."

"Leadership (in the home) make it easy to access and discuss any issues. These always resolved promptly."

"The staff are very proactive in my relatives care and wellbeing. They always keep me fully informed."

"The home is run by an enthusiastic and focussed management team who continually strive to improve the care and wellbeing of the residents."

"The staff are angels. They know all the family and treat each client as an individual. Dialogue between staff and family is excellent."

"All the staff whatever their role treat residents in a friendly and caring manner. This extends to visiting relatives as well. I note that food quality and choice is given a high priority and this is to be commended. I have only positive comments to make on the care and attention received by my relative."

"My relative is treated just like family. Could not be better. The best of the best. Very well organised."

"Great bunch of staff. Well managed team."

"I think there appears to be a shortage of care assistants at times. Nurses seem to spend most of their time in their office. Clothes go missing from the laundry. I would like to feel I am not being a nuisance when requesting assistance for my relative."

"The staff in Wheatlands are first class. I can't praise all the staff enough. They would go out of their way to help anyone."

"I am kept informed of all matters relating to my relative's health and care. Unfortunately there are always staff shortages."

We also spoke to people living in the home, their relatives and visitors during the inspection. All those we spoke with were very positive about the service. People told us about the quality of care they and their loved ones received, the kindness of staff, the quality of management and the support offered to families. Comments included:

People living in the home:

"Oh the nurses are lovely"

"The food is not so good"

"The staff are good"

"It's fine here. I like it"

"The staff look after me ok"

"The food is good country food"

"I like it fine here"

Relatives/visitors:

"I've no major concerns. the food could be better. Everything is fine with the home. The care is all good and I'm quite happy. The staff are great."

"Wheatlands staff are like family. We have no worries at all, the care is excellent."

"My relative is well looked after. The staff are lovely. The food choices are not always to my relative's taste. Everyone is friendly and welcoming. Everything is just fine. I am kept up to date with any changes with relative's care or health."

"Very caring place, they do a grand job."

"The staff are wonderful."

"I'm glad my relative is here, They have been well looked after. Staff try hard to promote peoples' independence. They work hard and some days it feels like there is not enough of them."

"Residents always have a very good level of hygiene and appearance. Sometimes it can be short staffed. Residents are cared for really well. Nothing is too much trouble for the staff."

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

Through this inspection, we found the service was continuing to perform at an excellent level.

Staff were caring and friendly when supporting and assisting people living in the home.

People were being supported with kindness and patience. Staff were attentive to people's needs and understood how important it was to support people at their own pace without rushing. This treated people with dignity and respect.

Care was provided in a range of flexible ways which met peoples' needs and helped those who used the service to achieve their aims and aspirations.

People should be able to expect to get the most out of life because the staff and organisation who support and care for them have an enabling attitude and believe in their potential.

There was an exceptional level of engagement with people using the service, and their relatives, in the day to day aspects of the home. People were well supported to make their own decisions and choices. People were listened to and their feedback acted upon. This showed the service valued peoples' comments and suggestions.

We were impressed by the marvellous level and range of activities provided in the home. The importance of how meaningful activities positively enhance people's wellbeing and mental health was very well understood by the staff team. The programme of activity had been developed taking people's hobbies, interests and skills into consideration. Activities were strongly focused on supporting people to enrich their lives and improve their wellbeing.

Close links with local health professionals enabled staff to quickly seek advice and guidance when required to support peoples' health needs.

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

Through this inspection, we found the service was continuing to perform at an excellent level.

People should be able to expect to be fully involved in assessing their emotional, psychological, social and physical needs at an early stage, regularly and when their needs change.

The service had an admirable commitment to fully involve people living in the home in decisions about their care and support on a daily basis.

Peoples' personal plans provided a splendid level of information and guidance for staff on how to support the person appropriately. Our observations of staff practice, showed that they followed the guidance in peoples' plans.

The service was responsive to peoples' needs and wishes and at adapting to people's changing circumstances. It made sure it had the necessary, important information about people's health and wellbeing needs. People were well supported to keep safe and well.

Regular reviews of peoples' personal plans provided an opportunity for them to be involved in their care plan and give their views on the care they received.

The service was excellent at considering peoples' views, needs and wishes. People felt listened to, and that wherever possible, the service arranged their support according to their wishes.

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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