

## Wade Centre (Care Home) Care Home Service

Spey Street  
Kingussie  
PH21 1HN

Telephone: 01540 661863

**Type of inspection:**

Unannounced

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**Service provided by:**

NHS Highland

**Service provider number:**

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## About the service

The Wade Centre (Care Home) is provided by NHS Highland and registered to provide a care home service to a maximum of 22 older people. A maximum of two places can be used for respite care.

The service is situated in a quiet residential area of Kingussie. It has easy access to a range of nearby community resources and facilities.

The Wade Centre is a single storey purpose built care home with dedicated communal areas and rooms specifically for the use of people who use the service. In addition to the care home facilities, the other part of the building accommodates the Wade Centre (Support Service) - a day care provision, which people who use the service can also access and use.

The aims and objectives of the service include, 'Providing a safe, supportive and stimulating home by maximising older people's physical, intellectual and emotional potential, respecting the dignity and right to privacy of everyone.'

## What people told us

Prior to the inspection we sent out four care standards questionnaires to people who were using the service and four to relatives. We received back one questionnaire completed by one person using the service and three completed by relatives.

All questionnaires returned indicated that people using the service were very happy with the quality of the care and support they received.

We spoke with four people who used the service and one relative. All the people we spoke with spoke positively about the Wade Centre.

"The family and I are delighted with the service and so relieved we managed to get a place in the Wade Centre"

"Food is excellent"

"Pretty good overall"

"I get lots of choice"

"Lots of social opportunities, good levels of personal care and routine"

"Homely feel. We all know the residents so well and sometimes we know them and their families from childhood - this means people feel safe and they trust us."

## 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**

**We found that care and support at the Wade Centre continued to be very good and supported people's wellbeing to a high standard.**

People should experience high quality support with compassion, dignity and respect. We saw a range of interactions between residents and their care staff and found that staff spoke with genuine warmth, which helped to create a very relaxed atmosphere. People told us they valued the support and care they received, and that care was given in a dignified and professional manner.

We saw residents having fun and enjoying time together. The service offered a wide range of physical, social and wellbeing related activities which were planned and clearly displayed within the lounge area. This included opportunities to be involved in community activities such as the Kingussie High School panto, local cinema and shinty memories group. During our visit, we saw people participate in a relaxation hand massage session, dominoes, and a local day trip. One person told us that "there was a lot of activities to choose from" and that the service had a range of good ideas. To support this, a part time activities worker organised the weekly activities.

For residents to continue to have choice from a full range of meaningful activities, the service agreed to regularly evaluate the range of activity it offers. In doing so, the service will then be able to offer a more specific range of activities to further improve the experiences people have.

Mealtimes should be enjoyed in a relaxed and unhurried atmosphere. We found that people sat together and shared local information and stories. This gave an opportunity to socialise and keep up to date with local news. People told us that the food was excellent. A variety of different meal choices was offered from a menu which was updated regularly. The kitchen staff understood people's dietary wishes and preferences, meaning residents had a full range of choice and flexibility in what they ate. One person was supported to eat, and this was carried out by a care worker who demonstrated patience and respect, leading to a respectful, relaxing mealtime.

Outwith mealtimes there was a range of snacks and drinks available for people and their visitors to help themselves. This led to a relaxed and welcoming atmosphere.

We found people were regularly supported to access a variety of healthcare appointments and treatments. The service used a TV video system to link people to hospital appointments in Inverness, meaning people could avoid unnecessary long distance travel. One person told us "If I need to see a GP, I can get support to do this easily."

The service also had very strong links with community nurses and general practitioners.

People's health and wellbeing needs were planned for and supported very well. Specific health records such as skin care and nutrition assessments were in place and up to date. This gave care staff clear direction and guidance on how to support people with their health needs. We found that the overall management of medication was also very good.

## 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**

The service continued to plan people's support to a very good level, which demonstrated major strengths with very few areas for improvement.

Personal plans should be right for people as they set out how their needs will be met. The care plans detailed people's personal information and preferences clearly. There was a range of current information including future care needs. Care plans gave clear guidance for care staff to follow, leading to a very good level of consistency of care and support.

Care plans should be developed by fully involving people and or their families. One person's relative told us that they were involved in writing their relative's care plan. Another person told us that the service always asked for their opinion. This meant that people were encouraged to direct their own care and support.

We found that regular residents' meetings were well organised, and people were encouraged to participate and to give feedback. Questionnaires were circulated and the responses were used to plan improvements to the service. As a result, people and their relatives were able to shape their individual care and support.

Although the service kept daily notes, it was felt that the documentation did not always reflect people's experiences in a meaningful way. For example, we could see that people attended regular activities, however, there was limited written evidence in care plans to evaluate the outcome of the activities for each individual. The manager has acknowledged the need to include such evaluations and will organise additional report writing training for all staff.

During the inspection we found reviews of personal care plans took place within the expected timescales. The review documents were detailed and gave a very good account of people's wishes and future support needs. This meant that people and their families had regular opportunities to shape the care they receive.

People should benefit from a culture of continuous improvement. We spent time with staff who told us that they were very clear about their roles and that communication and leadership was strong. We saw a detailed improvement plan, demonstrating changes that had been made. The plan also identified specific areas where the

service could improve further. The improvement plan was discussed and reviewed regularly at team meetings, meaning that all staff had the opportunity to contribute and share ideas. Residents benefitted from a service that continually looked to improve the quality of care it provides.

Providers should notify the Care Inspectorate of significant events. Although there was a system to record accidents and incidents, we found that the service did not always notify the Care Inspectorate within the expected timescales. The manager has been signposted to the notification guidance and is now fully aware of the process.

## 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

The manager should ensure that people are appropriately supported with their medication needs. In particular you must: When administering 'as required' medications staff should record what is given, the reason for giving and whether the medication has been effective.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, 'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24)

**This area for improvement was made on 18 October 2018.**

#### Action taken since then

The service has demonstrated its ability to evaluate "as required medication" its use and its effects and records accordingly. The service now has clear recording system in place to support the evaluation.

#### Previous area for improvement 2

Where there have been changes to people's health, their care plan should be updated to ensure that it remains an accurate and up to date reflection of their care needs, taking in to account their preferences and wishes.

This is to ensure care planning is consistent with the Health and Social Care Standards which state that, 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15)

**This area for improvement was made on 18 October 2018.**

#### Action taken since then

The service keeps people's care plans up date with new and additional health related information and has developed a recording sheet to evidence this.

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