

## Willowbank Bungalows 1,2&3 Care Home Service

Willowbank  
Glendaveny  
Peterhead  
AB42 3DY

Telephone: 01779 838 588

**Type of inspection:**  
Unannounced

**Completed on:**  
11 August 2021

**Service provided by:**  
Aberdeenshire Council

**Service provider number:**  
SP2003000029

**Service no:**  
CS2003015265

## About the service

The Willowbank Bungalows 1,2&3 care home provides accommodation and support for up to 12 adults with learning disabilities. The service is situated in the Glendaveney area on the outskirts of Peterhead. The manager works in all three bungalows and is based in bungalow two when carrying out administrative duties.

The service's aims include respecting privacy, maintaining dignity, promoting choice, safeguarding rights, promoting a needs-led service, providing a working environment that enables staff to support these aims and regularly evaluating the service provided.

This service has been registered since 2002.

## What people told us

During the inspection we spoke with five people who used the service. Not all people were able to tell us verbally their views. However, from our conversations with people and from our observations, we could see that overall people were happy with the support they received. However, some people made it clear that they were lacking in purposeful activities and wanted to spend more time pursuing their interests and hobbies.

## 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?	3 - Adequate
How good is our care and support during the COVID-19 pandemic?	3 - Adequate

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

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

**3 - Adequate**

This key question was evaluated as adequate. This is because there were some strengths that outweighed weaknesses.

A new leadership team had been appointed and were steadily working through a detailed development plan to improve the quality of life for people living in Willowbank. This included improving the environment, care planning, staff training, meaningful activities and infection prevention and control. However, as many of the improvements were new or waiting to be implemented, it was too soon to evaluate their impact on people's lives.

According to the Health and Social Care Standards, people should be able to choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both

indoors and outdoors. At the time of the inspection there were insufficient activities to provide people with a sense of purposefulness and meaningful engagement. Some people told us they were fed-up and bored. While we observed other people enjoying art and craft activities, we noted from records that activities were inequitable with some people able to participate more regularly than others.

A new activities programme was due to start. This was developed in consultation with residents and will provide more opportunities for people to go outdoors, socialise with their friends, develop new interests and pursue existing hobbies **(please see area for improvement 1)**.

Staff worked closely with external health care professionals to meet people's needs. This included making timely health care referrals, as people's medical needs changed. This improved people's health and wellbeing.

We observed respectful and compassionate interactions between people living in the service and staff. Care staff were familiar with people, their likes and dislikes, their interests and care needs, which enabled staff to support people in a meaningful way.

People were supported and encouraged to keep in contact with their families during the pandemic. Indoor visiting arrangements were working well and in line with Scottish Government Open with Care guidance. This was due to include visits from friends and neighbours, which will promote people's friendships and sense of belonging.

Procedures around the recording and management of accidents and incidents need to be improved. We found that not all accidents had been recorded in the accident book, which prevented the management team having oversight of what was happening in the service. All accidents and incidents should be recorded and analysed, to minimise the risk of future occurrences and to promote people's health and wellbeing **(please see area for improvement 2)**.

## Areas for improvement

1. To ensure the activities programme meets people's needs, the provider should regularly seek people's views and personal outcomes and use this information to continuously review and improve the activities programme.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors.' (HSCS 1.25); and

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

2. To keep people safe and well, all accidents and incidents should be clearly recorded and analysed and actions taken to minimise future risks.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I use a service and organisation that are well led and managed.' (HSCS 4.23)

## How good is our care and support during the COVID-19 pandemic?

### 3 - Adequate

This key question was evaluated as adequate. This is because there were some strengths that outweighed weaknesses.

The leadership team had already identified aspects of the environment which needed modernising to promote effective cleaning and infection control. However, it was unclear when that work would take place or in what priority order (**please see requirement 1**).

The home was visibly clean and uncluttered with a fresh aroma. Staff were confident in the use of cleaning products and could tell us the correct procedures. The service had an established cleaning regime which focused on sanitising frequent touch points. All of this contributed to a safer environment.

There were good supplies of personal protective equipment (PPE) and staff used this appropriately. There was ready access to hand sanitiser and we observed staff regularly washing their hands, which helped to prevent the spread of infection.

There were some inconsistencies in the management of soiled bedding. However, this was addressed at the time of the inspection. The leadership team agreed to purchase larger red alginate bags, so that soiled bedding could be transported to the laundry safely and minimise the risk of cross contamination.

At times there were breakdowns in communication between staff and the leadership team, with information not always reaching the intended people, or information being incorrect. It is important that the people who live in the service can trust in their staff and the organisation to follow their professional codes of conduct (Scottish Social Service Council Codes of Practice). These codes require everyone to communicate in an open and accurate way (**please see area for improvement 1**).

## Requirements

1. In order to ensure the premises are fit to be used for the provision of a care home, by the 31 August 2021, the provider must develop an improvement plan, detailing the timescales to:

- modernise, repair and/or update the kitchens, bathrooms and flooring so that they are fit for purpose and can be effectively cleaned, addressing the areas of most significant concern first.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22); and

It is also necessary to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, No 210: 10 (1) - a provider must not use premises for the provision of a care service unless they are fit to be so used. (2) Premises are not fit for the provision of a care service unless they - (b) are of sound construction and kept in a good state of repair externally and internally; (d) are decorated and maintained to a standard appropriate for the care service.

## Areas for improvement

1.

So that people have confidence in the staff and organisation that support them, the provider should ensure all staff read and reflect on the Scottish Social Services Council Codes of Practice, emphasising the need for everyone to communicate information openly and accurately.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14)

## 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?	3 - Adequate
1.1 People experience compassion, dignity and respect	3 - Adequate
1.2 People get the most out of life	3 - Adequate
1.3 People's health benefits from their care and support	3 - Adequate

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
7.2 Infection control practices support a safe environment for people experiencing care and staff	3 - Adequate
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	3 - Adequate

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