

# Viewlands House Care Home Service

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Perth  
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**Type of inspection:**  
Unannounced

**Completed on:**  
27 April 2022

**Service provided by:**  
Abbeyfield Perth Society Ltd

**Service provider number:**  
SP2003002129

**Service no:**  
CS2003009778

## About the service

Abbeyfield (Perth) Society was formed in 1961. It is one of many Abbeyfield societies throughout the UK and overseas. They aim "to provide care and companionship for elderly people in houses that create an atmosphere as near as possible to their own homes."

The Perth Society is a registered charity.

Viewlands House is registered as a care home for 32 people. It was registered with the Care Inspectorate in 2011.

The staff group includes qualified nurses.

Viewlands House is supported by a committee who play an important part in it's role and development. It is situated in a quiet residential area in Perth near the top of a steep hill.

The older part of the house is B listed and the society says it has "been careful to retain much of the original building to provide a welcoming and homely atmosphere."

## About the inspection

This was an full which took place on 26 April 2022. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we spoke with nine people using the service and seven of their family members. We also spoke with five staff and the registered manager.

We observed practice and daily life in the care home.

We reviewed documents including minutes of meetings, quality assurance audits, satisfaction surveys, personal plans and medication records. We also spoke with two visiting professionals.

## Key messages

- Staff interactions with people were relaxed and caring.
- Personal plans were outcome-focussed and gave a very clear view of the person and their needs
- Infection prevention and control activities were well managed
- The manager was proactive in her approach to quality assurance and improvement
- The service actively sought feedback from people about the service they received
- The service engaged well with other professionals

## 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?	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 evaluated how well the service supported the wellbeing of people experiencing care and support and concluded that the performance of the service in this area was very good. We concluded that the service demonstrated major strengths, which supported positive outcomes for people.

People experienced warmth, kindness and compassion from staff. Care was provided in a supportive way at people's own pace. This meant people felt confident and not rushed to do something.

The very good standard of personal care and the support provided for people to have a meaningful life was assisted by care plans that covered components of people's physical and social care needs.

The service had introduced an electronic care planning system in 2020. A range of recognised assessments had been completed by staff which enabled them to quickly detect any changes in a person's health. This meant staff could swiftly respond to meet people's needs and keep them well. People's life histories were very well documented in their personal plans. Health needs were well recorded and there was a very good level of support being provided by external health professionals. This meant that staff had a very good understanding of people's individual wishes, preferences and needs.

People had opportunities to discuss and make decisions about the service. Regular meetings were held with residents and members of the committee. This informed changes within the service, for example in menu planning or social activities.

There was a stable staff team who knew people's needs and preferences well. That meant staff were able to recognise and respond to changes in people's wellbeing. There were good links with external health professionals. This helped to keep people well.

Medication was managed well. There was guidance available for staff on the administration of "as required" medication. This helped ensure individuals were supported to take the right medication at the right time.

There was a relaxed atmosphere at mealtimes with people having a choice of dining areas. Where people required help to eat and drink, staff provided this in a kind and patient manner. This meant that people were supported at a pace that suited them. People told us the quality and choice of food was really good and that they always got plenty to eat.

People were supported to maintain relationships with those important to them. People spoke positively about the care homes approach to "Open With Care" guidance and generally visitors were able to visit without restriction. A number of people told us how good it was to spend time with their loved ones again. There were appropriate infection prevention and control (IPC) safeguards in place. This meant individuals were protected from the risk of infection.

We found that the home was exceptionally clean and tidy throughout. Cleaning schedules and audits had been enhanced in order to increase infection prevention and control and staff were able to tell us of the adjustments they had made to their practice. Laundry management and systems to collect and distribute laundry were in line with current guidance. Laundry staff were knowledgeable about the ways in which laundry could be managed to reduce risk.

We observed that staff followed the correct infection prevention and control (IPC) practices by using masks and hand sanitisers correctly. This reduces the risk of infection spread. We found that there were plentiful supplies of cleaning materials and personal protective equipment (PPE). PPE stations were located at regular intervals in the care home, along with clear instructions showing the correct use and safe disposal of PPE. The outside waste bin area was clean and tidy and the external clinical waste bins were securely locked. The service has a comprehensive prevention and protection plan and the manager uses a robust IPC audit tool. A number of people said that the care home was kept very clean and their bedrooms were always clean and tidy.

### How good is our leadership?

### 5 - Very Good

We made an evaluation of very good for this key question. We found significant strengths in aspects of the quality assurance processes and how this supported positive outcomes for people.

There was a new manager in place since the last inspection. They had made a positive impact in Viewlands House since taking up post. Relatives were highly complimentary about both the manager and staff group in general. One relative commented 'the manager is very approachable and has implemented some good ideas. Communication has definitely improved.' Another relative told us 'staff are amazing, they genuinely go above and beyond.'

The manager promoted a culture of continuous improvement throughout the service. We could evidence this from the wide range of quality assurance audits had been carried out. Audits were linked to and reflected in the service's improvement plan. Examples of audits completed included health and safety, medication, infection, prevention and control, care planning and the environment. This enabled the service to clearly identify any trends or areas for improvement quickly and could change the level of support people needed to keep them safe.

We saw very good examples of where the service kept people involved through satisfaction questionnaires as well as face to face resident and relatives meetings. People told us that they valued being listened to and the impact of this was positive.

People were receiving visitors in line with the Scottish Government's 'Open with Care' guidelines. During the inspection, the manager updated their visiting policy to include the new Health and Social Care Standards (HSCS). This supported people living in Viewlands House to stay connected to those important to them in the event of an outbreak within the service.

## 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 provider should ensure care planning is person centred and outcome focussed with strong service user and carer involvement. Care plans should be easy for new staff to use quickly.

Health and Social Care Standards -

1.9 I am recognised as an expert in my own experiences, needs and wishes.

1.12 I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change.

1.14 My future care and support needs are anticipated as part of my assessment.

1.15 My care plan is right for me because it sets out how my needs will be met as well as my wishes and choices.

2.17 I am fully involved in developing and reviewing my personal plan, which is always available to me.

3.17 I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability and frailty.

**This area for improvement was made on 17 July 2019.**

#### Action taken since then

The service had introduced an electronic care planning system in 2020. A range of recognised assessments had been completed by staff which enabled them to quickly detect any changes in a person's health. This meant staff could swiftly respond to meet people's needs and keep them well. People's life histories were very well documented in their personal plans. Health needs were well recorded and there was a very good level of support being provided by external health professionals. This meant that staff had a very good understanding of people's individual wishes, preferences and needs.

This area for improvement has been met.

### 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
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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