

Wallace View Care Home Service

77 Westhaugh Road
Stirling
FK9 5GF

Telephone: 01786 241 339

Type of inspection:
Unannounced

Completed on:
25 October 2022

Service provided by:
Countrywide Care Homes (3) Limited

Service provider number:
SP2013012124

Service no:
CS2013319185

About the service

Wallace View is registered to provide a nursing care service to a maximum of 60 older people who have general frailty and dementia. Short respite stays are also available.

The home is situated in a quiet residential estate within a short driving distance from Stirling and Bridge of Allan. It is purpose built over two floors with a small garden area to the front of the building. It has a separate lounge and dining areas on each floor. Bedrooms have washing and toileting facilities and there are a number of shared bathrooms on each floor.

The home has regular access to a mini bus it shares with another home owned by the same provider, Countrywide Homes (3) Limited.

About the inspection

This was an unannounced inspection which took place on 24 October 2022, 09:30 to 19:00 and 25 October 2022, 09:30 to 16:00. 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 17 people using the service and six of their families.
- spoke with staff and management.
- observed practice and daily life.
- reviewed documents.
- spoke with visiting professionals.

Key messages

- The staff team knew residents very well.
- Staff were warm and kind.
- The management team were embracing 'Open with Care' guidance.
- People's health needs were escalated to other health professionals when needed.
- Staff worked hard to ensure the home was clean and tidy.
- Communication was very good with families and friends.
- Management team work hard to drive improvement.

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

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| 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 found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff treated people with compassion, dignity and respect. We saw warm and caring interactions between staff and the people they were supporting. One person told us "Staff are great I couldn't do without them." Whilst a relative said "staff are always welcoming and supportive, they take good care of mum and my family and I."

People benefitted from regular access to relevant professionals to support their health and wellbeing. Staff had good links with local health professionals and liaised with them promptly when any concerns were identified. One relative told us "we are always kept updated of any changes in care."

People were well supported to maintain contact with their family and friends as the home was working within Scottish Government's "open with care" guidance. People benefited from there being a dedicated activity team who had arranged many in-house guests, including the local schools, entertainers and pet therapy. They also supported people on bus trips out and about. One person told us "I love the bus trips."

We found overall, that infection prevention and control procedures helped to protect people from infection. The general environment was clean, tidy and free from any offensive odours. The home recently had some recent refurbishment works carried out and looked fresh and welcoming, with plans for more to be carried out. Cleaning schedules were in place to ensure that all areas of the care home were cleaned, including the frequently touched points. This ensured that no areas were missed out. People could be assured that housekeeping staff were very knowledgeable in their job roles.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

The manager was committed to ensuring people were well cared for. They were well supported by a very experienced staff team. Staff and management demonstrated that they had the skills, capacity and systems in place to identify risks and drive improvement.

People could be assured that there were systems in place to monitor standards of care within Wallace View Care Home. We found that this included audits for key areas, including nutrition, pressure area care and falls. The benefit of this was that any actions needed were discussed to ensure that they were appropriate and whether anything could be done differently to improve outcomes for people.

Feedback from staff indicated that management were very approachable and supportive and we heard that there was very good team working and that staff were very supportive to each other.

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

To support the wellbeing of people living with dementia, the manager should ensure assessments identify and anticipate people's needs, and support plans are fully developed and implemented. This should include, but is not limited to, strategies to meet people's identified unmet needs and planned approaches to supporting them during periods of distress.

This is to ensure staff skills and knowledge is consistent with Scottish Government document, Promoting Excellence: A framework for all health and social services staff working with people with dementia, their families and carers. Outcome: 'People with dementia maintain their best level of physical, mental, social and emotional wellbeing' - informed, skilled and enhanced level.

This is to ensure care and support is consistent with Health and Social Care Standard 1.15: 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.

This area for improvement was made on 12 October 2021.

Action taken since then

People had a personalised support plans in place that included relevant risk assessments. The plans gave detailed information on approaches on how to support people during periods of distress.

This area for improvement had 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.

Detailed evaluations

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|--|---------------|
| 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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