

Windyedge Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
13 January 2023

Service provided by:
Thomas Dailey trading as Kennedy
Care Group

Service provider number:
SP2003003646

Service no:
CS2014325906

About the service

Windyedge Care Home provides support and care for up to fifteen older people. The home is situated in a residential area in the Angus market town of Forfar, close to local amenities and public transport.

The service is provided by Kennedy Care Group.

The service is located in a single storey property with a purpose-built extension. All bedrooms have an en-suite toilet and wash hand basin. There is a communal lounge and dining room within the home with access to well-maintained garden areas. The service benefits from a summerhouse situated in the car park of the property.

About the inspection

This was an unannounced inspection which took place between 10 January 2023 and 13 January 2023. 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 3 people using the service;
- spoke with 6 families;
- spoke with 2 visiting professionals to the service;
- spoke with staff and management;
- walked round the building;
- observed practice and daily life;
- reviewed documents.

Key messages

There were warm and caring engagement between staff and people experiencing care.

Families reported being happy with the care and support their loved ones received.

People were supported to have a meaningful day.

People experienced a positive mealtime experience.

Quality assurance was well led.

Improvements are needed to improve medication practices.

Improvements are needed to ensure adequate bathing and cleaning facilities are available.

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?	4 - Good
How good is our leadership?	5 - Very Good
How good is our setting?	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?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People knew the staff team who looked after them and were confident in asking for assistance. We saw some kind and caring interactions between staff and the people they support. One person told us "Staff are funny, humorous" and a relative told us "It's a lovely place, it's a happy place". There were positive, supportive, and friendly relationships evident which helped people to feel valued.

We heard positive stories from families about the progress of people living in the service. Overall people told us they were very happy with the care and support that was provided. One person told us "It's a very good home" and a relative told us "The care is excellent. The staff are very caring. They go above and beyond at times". This reassured us that people felt supported by a staff team who knew them well.

People enjoyed their meals in an unhurried relaxed atmosphere. They can choose from a variety of meals, snacks, and drinks. We saw that people were regularly offered fluids throughout the day. There was a coffee bar in place which provided the opportunity to make refreshments independently. As a result, people's nutritional needs were being met.

Having regular access to meaningful activities is important for keeping well and having a sense of wellbeing. There was a range of group activities and some individual time spent with people living within the service. Seasonal events were celebrated, which helped people remain orientated to the pattern of the year and stay connected to the wider world. The addition of a summer house provided an additional space for activities and a quiet space for residents to relax in.

People benefitted from regular access to health care professionals including district nurses, podiatry and GPs. This meant people's health benefitted from the right healthcare from the right person at the right time. One professional reported that communication was 'excellent' with them receiving appropriate and timely referrals. They were of the opinion the staff knew people well and that "it is one of the best care homes".

A range of assessments helped identify people's care and support needs and were used to plan for people's day-to-day support.

People had personal plans, which included good detail around people's life stories, choices, preferences and indicated their desired support outcomes. We found our observations during inspection matched with the detail contained within the plan. During the inspection we highlighted some areas for improvement where the detail recorded needed to be clearer or reviewed and updated to reflect the support that was provided. While regular staff knew people well, there was a risk that new staff would not have enough information to ensure people were receiving the right support at the right time. **(See area for improvement 1).**

People should be kept safe through a robust Medication Management System being in place. The service has a medication policy in place and regular audits took place, however, it was noticed that some medication had not been labelled with the date of opening which could result in a person receiving a medication past its shelf life. When as required medications are administered, the record should include the date, time and quantity given, the reason for administration and the result of the outcome. Medication records did not

always include this detail and we have made an area for improvement. (See area for improvement 2).

People have been supported well to remain in contact with those who are important to them. We saw evidence of families visiting freely during our inspection. One relative told us that "Staff are always welcoming when you come to the door".

We found that infection prevention and control (IPC) procedures helped keep people safe. The environment was generally clean, tidy, and free from any offensive odours. There were systems and resources in place to help prevent the spread of infection, but this could be further improved particularly in relation to the environment.

Areas for improvement

1. To support wellbeing, the provider should ensure that people's personal plans contain clear, current and relevant documentation required to deliver person-centred, safe, and effective care and support.

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

'My personal 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); and

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

2. To support people's wellbeing the provider, should ensure they experience interventions that are safe and effective. Medications should be clearly marked with date of opening and if receiving as required medicines, medication administration record charts should include:

- a) the reasons for giving when required medication;
- b) how much has been given including if a variable dose has been prescribed;
- c) the time of administration for time sensitive medication;
- d) the outcome and whether the medication was effective.

To ensure the effectiveness and safe usage of medication, the provider, should also ensure medications are clearly marked with date of opening.

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

"Any treatment or intervention that I experience is safe and effective" (HSCS 1.24).

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.

People benefited from an experienced and well organised staff team who knew them well. The service was well led and benefited from a committed and experienced manager who was focused on supporting the

team to deliver good care. Systems were in place to support staff development which included supervision sessions and observation of practice. This helped ensure a competent and confidence workforce.

People should benefit from a culture of continuous improvement with the organisation having robust and transparent quality assurance processes. We found the service had a number of effective systems in place to audit aspects of their service delivery and this included a daily management walk round. An improvement plan was in place which identified what needed to be achieved to bring about improvement within the service.

People's views about the service were considered during regular residents' meetings and reviews. A comments and suggestion board was on display which detailed examples of "You said", "We did". This meant that people were regularly consulted about their support and service that they received.

We found that there was a responsive manager in place, who acted on the issues raised by us during the inspection. The manager demonstrated an understanding about what was working well and what improvements were needed within the service which gave us confidence that they were committed to driving forward improvement.

How good is our setting?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

People benefitted from warm, comfortable, and welcoming communal living areas with plenty of fresh air and natural light. The environment was relaxed, clean and tidy, with no evidence of intrusive noise or smells. People could feel a sense of pride with artwork which they had produced being on display in communal areas. There were photographs on display of people enjoying activities and participating in social events which provided a positive talking point for people.

The garden areas were well kept and provided additional space to sit and take part in outdoor activities in better weather. A summer house was located in the car park which had electricity and a heater.

People's rooms were personalised and homely which promoted each person's experience, dignity, and respect. Each bedroom had en-suite facilities which include a toilet and wash hand basin. The furnishings were of a good standard, this contributed positively to a comfortable living environment.

Bathing facilities were inadequate and exposed people to risk. The building has two communal bathrooms, only one was operational. This meant that some people lacked discreet access to the bathroom as this was not near some bedrooms. This meant people's privacy and dignity was not always being upheld. Additionally, we felt that the lack of alternative bathroom facilities for people may not always meet the needs of the number of people living within the service now and in the future.

At the time of inspection, one of the bathrooms was being used as an area for storing clean clothing and cleaning equipment. The toilet was being accessed by staff and the bath was being used by domestic staff to fill and empty buckets used to clean the home. There was no separate domestic service room or sluice room available. During the inspection, the manager removed the storage of clean clothes from this area to reduce the risk of contamination from infections. We directed the provider to the Care Homes for Adults - The Design Guide.

(See requirement 1).

The setting does not offer sufficient space for staff facilities, with no separate toilet facilities and rest areas within the home. This meant that staff were taking breaks in the communal areas of the home while residents were using these areas. Staff and residents had access to the summer house, however, the temperature in this area can fluctuate depending on the outside temperature. As a result, there were times when people could be exposed to temperatures that were not comfortable and had the potential to be detrimental to their health and wellbeing.

Some radiators were uncovered and hot to touch which increased the risk of burns and scolds for people. The manager took action to rectify this during our inspection and put a risk assessment in place to minimise risks.

People are, where possible, involved in a meaningful way in decisions about the decoration of communal areas and garden. This ensures that people feel they are listened to and can influence change and upgrades.

People with a sensory, dementia or other cognitive impairments are supported through the provision of signage and photographs on bedroom doors to aid orientation to their environment. The service has taken into account good practice guidance, the Kings Fund tool for people with dementia, however, this could be explored further.

Requirements

1. By 31 July 2023, the provider must ensure that the home environment provides adequate bathing facilities and that people experience care in an environment that is safe and minimises the risk of infection. In order to achieve this, the provider must as a minimum:

- a) carry out an environmental audit that identifies all the areas of refurbishment and timescales for the work required;
- b) develop an action plan that describes the action to be taken, who is responsible and timescales for works;
- c) share the action plan with the Care Inspectorate.

This is to comply with regulations 4 (1) (a) and (d) Welfare of Users and procedures for the prevention and control of infection) of the Social Care and Social Work, Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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	4 - Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our setting?	3 - Adequate
4.1 People experience high quality facilities	3 - Adequate

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