

# Westlea Care Home Care Home Service

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**Type of inspection:**  
Announced (short notice)

**Completed on:**  
21 December 2022

**Service provided by:**  
Third Life Care Limited

**Service provider number:**  
SP2003000159

**Service no:**  
CS2003000820

## About the service

Westlea Care Home has been registered with the Care Inspectorate since 1 April 2011. The purpose built property provides residential and nursing care to 55 older people over three floors.

The home is situated in a quiet, secluded area surrounded by woodland close to Neilston, East Renfrewshire. The parking area leads to a small sensory garden and the main entrance. The service's philosophy is to provide a safe and welcoming environment for residents.

## What people told us

This was a follow up inspection to review progress in relation to one requirement from an upheld complaint investigation.

## 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?	not assessed
How good is our leadership?	not assessed
How good is our staff team?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	not assessed

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

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

This key question was not assessed.

## 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?**

This key question was not assessed.

**What the service has done to meet any requirements we made at or since the last inspection****Requirements****Requirement 1**

The provider must ensure that people experiencing care have their health and wellbeing carefully monitored, and that prompt action is taken in response to observed changes. To achieve this, the provider must:

- a) ensure clinical observations are recorded and where necessary repeated.
- b) liaise with medical services in response to observed changes in people's health and wellbeing.
- c) ensure medical assistance is requested without delay where a significant change is noted.

To be completed by: 30 September 2022

This is to ensure care and support is consistent with Health and Social Care Standard 3.18: I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

**This requirement was made on 30 September 2022.**

**Action taken on previous requirement**

The service has been transitioning to a new computer-based system of record keeping. All service user records will be moved to this system by 23 December 2022. Training has been provided on the use of the

system which has been received positively by staff. The manager retains oversight of the recording and can audit care provided.

Integral to the new recording system is the NEWS2 tool. This system enables staff to identify and take action in response to changes in people's health and wellbeing. Records confirmed that regular monitoring was in place with this information being shared at the point of shift handovers. The manager reported that this has improved communication between staff with any delayed care interventions being flagged promptly.

Training records showed that all nursing staff received training following the complaint investigation, on assessing people's needs and communicating effectively. The manager confirmed that she had also undertaken reflective discussion with staff in response to the complaint outcome to allow them to focus on improvements needed.

Overall, from our discussion with the manager and our review of the records we were satisfied that this requirement has now been met.

**Met - within timescales**

## 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

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