

Westerton Care Home Care Home Service

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Bearsden
Glasgow
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Telephone: 0141 942 5834

Type of inspection: Unannounced
Inspection completed on: 11 January 2018

Service provided by:
Bearsden Care LLP

Service provider number:
SP2011011715

Care service number:
CS2011303316

About the service

Westerton Care Home is located in the Bearsden area of East Dunbartonshire and is situated near to local amenities and transport. The service is managed by Bearsden Care LLP and was registered with the Care Inspectorate on 1 February 2012. The service is currently registered to provide a care service to 87 residents. There are currently building works ongoing to increase the number of beds and amenities. There were 82 people living in the home during the inspection.

The care home was purpose built with three separate units located over three floors. Each unit has a communal lounge, dining areas and shared bathing facilities. All bedrooms within the service are single with en-suite toilet and shower facilities. There are very pleasant, safe and secure outdoor areas to the rear of the care home and a putting green at the side of the care home. The main kitchen and laundry facilities are located in the basement and a secure covered parking area for visitors to the care home is also located at basement level, to the rear of the building.

The aims of the service, as stated at registration were:

"We aim to provide the highest standard of care for our 87 service users to retain their independence with the objective of improving the quality of life."

What people told us

Prior to the inspection we issued 20 Care Inspectorate questionnaires to people using the service and 20 to carers or relatives of people using the service. We received four completed questionnaires from people using the service and eight from relatives or carers. All of the people who responded strongly agreed that they were happy with the service overall. During the inspection, we spoke to residents on a one-to-one basis or in small groups. People spoke highly of staff and the support they offered.

There was an inspection volunteer involved in the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer's role is to speak with people using the service being inspected and gather their views. The inspection volunteer talked with residents and their relatives. Their comments included:

"The staff are always attentive and I am always kept up to date if there are any issues."

"My family are extremely happy with the care and attention my relative receives."

"On the whole I find the nursing staff caring."

"The management are caring."

"My relatives standard of care is excellent."

"I have the highest regard for all staff."

"Staff are very caring."

"I would like an increase in staff numbers."

"At the weekend, staff are sometimes different."

"The home is clean and well maintained."

"The home is a good example of cleanliness and hygiene."

Self assessment

For the year 2017-2018 the Care Inspectorate did not request a self assessment from services.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

The home had an environment that people felt safe and comfortable living in. Management were visible with a hands on approach that supported staff. Good development opportunities for staff were in place that kept them motivated and helped them to feel valued. This told us that staff were well equipped for the roles they held. Staff were respectful of each other and we saw them respond sensitively to people living in the home. Staff encouraged independence while providing support and assistance when required, which told us staff were putting their training into practice.

Staff were quick to respond to changes in people's wellbeing and sought support from other professionals including mental health nurses, GPs and pharmacists. Very good working relationships with these other professionals meant people's health and wellbeing needs were met.

Risk assessments and ongoing monitoring included nutrition, falls, distress and mobility assessments. This ensured safe and competent care was given. Staff had embedded the use of life story work, deployed activities staff and involved carers in meaningful activities. This led to people being treated with respect and dignity. One person told us "There are things to do each day which helps pass the time." The previous recommendation about meaningful activities has been met.

Documentation contained key information including people's personal preferences. This demonstrated that training including dementia training was having a positive impact on people living in the home. Medication records contained clear detail that showed staff followed good practice guidance and protocols.

People were able to have personal choice of food and drinks. One person said "I really like the homemade cakes." The previous recommendation about nutrition and fluids has been met.

There were good methods of keeping people involved with the life of the home. Regular meetings, emails, and newsletters kept people informed. There were also methods to gain feedback from people to ensure any suggestions to continuously improve the service could be considered. Families told us they were involved with reviews and kept informed of any changes. One relative said "I am always consulted on matters relating to my relative."

What the service could do better

Although people spoke of the kindness of staff, at times people felt they had to wait for staff to come to attend to them. One relative said "I have the highest regard for nursing and care staff but I would like to see enough staff to cover breaks." We discussed this with the management team and are confident they will monitor the situation.

While information contained in care plans and supplementary documentation was person centred, there was scope to improve the content and on occasion timeliness of record keeping. When updates to some sections of care plans were made these were not cross referenced throughout the plan. This could result in staff not always seeing the most current information about a person. Some recorded information for forward planning could have had more detail to ensure people's wishes were respected. Attention to this would demonstrate that all staff were following their professional code of conduct with regards to record keeping.

We discussed with the management team how systems to verify appropriate checks as part of safer recruitment could be further developed. When new applications are made to professional bodies including the Scottish Social Services Council (SSSC) there should be a clearer system of monitoring this. We were confident that the management team had a plan to implement this improvement. To ensure safer recruitment processes are followed fully, we have made a recommendation about some of the processes in place. (See Recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service provider should ensure that all stages of staff recruitment conforms to Scottish Government Safer Recruitment guidance.

National Care Standards, Care Homes for Older People, Standard 5, Management and Staffing Arrangements.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings	
30 Jan 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
1 Mar 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Sep 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
23 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
23 Jul 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
29 Nov 2013	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
29 Jul 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Nov 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	Not assessed
30 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
15 May 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good

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