

# Windyhall Nursing Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
22 February 2024

**Service provided by:**  
Windyhall Care Home Limited

**Service provider number:**  
SP2006008582

**Service no:**  
CS2006135370

## About the service

Windyhall Nursing Home is situated in a quiet residential area in the coastal Ayrshire town of Ayr. The local town centre and the beachfront are located within a short walking distance from the home. The home is registered for up to 29 older people and provides nursing care for people including those living with dementia. Twenty-two of the bedrooms at Windyhall Nursing Home are en-suite. There are purpose-built extensions, several lounge areas and a safe and attractive garden space.

Windyhall Care Home aims to provide each individual resident with the opportunity to 'live an enriched and independent life in a supportive, caring environment'.

## About the inspection

This was a follow up on complaint requirement which took place on 22 February 2024 between 10:00 and 14:00. The inspection was carried out by one inspector 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 one member of staff and the manager, and reviewed documents.

## Key messages

Good progress had been made in responding to the requirement made at the time of the complaint investigation.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 16 February 2024, the provider must ensure that records demonstrate that people's falls risk is managed well.

To do this, the provider must, at a minimum, ensure:

- a) falls risk assessments are completed in line with the service policy
- b) care plans are developed identifying the strategies to mitigate people's assessed falls risk
- c) care plans are kept under review in response to changes in people's presentation
- d) staff are familiar with, and adhere to, the falls prevention and management policy and procedure.

**This requirement was made on 21 December 2023.**

#### Action taken on previous requirement

We sampled care records which showed good evidence that staff were completing Multi Factorial Risk Screening (MFRS) for all people living in the service. Key risk factors identified through the MFRS were used to inform the development of individual care plans. Our sample of falls prevention and support care plans showed that person centred information was recorded, with plans setting out the strategies and support required to mitigate people's individual falls risk. Records showed that these assessments were being reviewed appropriately and promptly in line with changes in people's presentation.

We noted that a MFRS is now completed for all residents. For people being admitted to the service, this will be completed within 24 hours, regardless of any known history of falls. This strengthens the current approach to falls risk assessment and management and now aligns with the service policy and procedure.

Full audit information in relation to falls occurrence within the care home was viewed, with additional detailed information relating to people's individual falls history recorded within the case file. From

discussion with the manager, it was evident this information had been used to consider trends and patterns that may inform the falls management approach for individual residents.

We evidenced that staff meetings and supervisions had taken place in January 2024 to discuss falls management and to look at improvement in practice. While it was reported that staff were aware of and knew how to quickly access the policy/procedure and best practice guidance on falls management within a care home setting, it is suggested that these documents are now circulated for staff to read and sign.

To further develop practice, the manager reported that the Care Home Support team have been approached to request additional training and support for the care staff in respect of falls risk assessment and management.

Overall, we were satisfied that good progress had been made and 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).

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