

# Hutton Park Care Home Care Home Service

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Largs  
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Telephone: 01475 673 184

**Type of inspection:**  
Unannounced

**Completed on:**  
12 April 2024

**Service provided by:**  
Hutton Park Limited

**Service provider number:**  
SP2003000231

**Service no:**  
CS2008185283

## About the service

Hutton Park Care Home is registered to provide a care home service to 37 older people, six of which can be for respite care. The service provider is Care Concern Group.

Hutton Park is situated within the coastal town of Largs, North Ayrshire. The home consists of a converted villa, with purpose-built extensions. All bedrooms are for single occupancy and have ensuite facilities. These are spread across three floors and can be accessed by passenger lifts, stairs and stair-lift. There are communal lounge spaces on each floor of the home, and a large dining area situated at the front of the property. The home has a large, unsecured garden towards the front of the property, and small secured garden to the rear.

At the time of inspection, there were 34 people living in the home.

## About the inspection

This was an unannounced inspection which took place on 9, 10 and 11 April 2024. 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 six people using the service and six of their relatives
- spoke with 16 staff and management
- observed practice and daily life
- reviewed documents
- spoke with four visiting professionals.

## Key messages

- The home had a nice atmosphere and people experienced support from a kind, caring and competent staff group.
- People benefitted from personalised and responsive support in addition to good communication and involvement.
- The service was proactive in supporting people to access the right health professionals.
- Feedback on the quality of meals was very good and people's health had benefitted from this.
- People and their relatives were fully involved in decisions about their care and support.
- The service has a new manager with a track record of implementing change to improve outcomes for people.

## 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 staff team?	4 - Good

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.

During the inspection we observed staff engaging positively with people. Staff were respectful and attentive, taking time to support people at their own pace. Staff knew people well, this demonstrated that people were valued and treated as individuals. People commented:

"It's great, staff are nice, we can get a wee laugh with them."

"Go out for days, go to shows, we have wee clubs. There is nothing they could do better."

"Staff are very nice. We have things going on we can get involved in."

"We have folk in to sing, and things on to pass the time. We occasionally have a drink from the bar."

People had access to a range of support from specialist health and social care professionals to ensure that their physical and mental health needs were met. We saw good evidence of people's health being monitored and reviewed; the home is fortunate to have a weekly GP visit. This meant that health matters were acted on promptly, improving outcomes for people. Families had commented:

"My wife is well looked after; I get a phone call with any changes. They are very responsive to any changes in her and are on the ball."

"As a family we are very happy with the care that mum gets."

"Staff had noticed a significant change in mum recently and acted fast, we were really pleased by that."

On checking medication systems and procedures, we saw that it was handled safely. People could be confident that medication was given appropriately by well trained and experienced staff. People's health and wellbeing benefitted from their care and support, because staff knew them well and were quick to act if they noticed a change in them.

People experiencing care should have access to healthy meals and snacks which meet their cultural and dietary needs and preferences. We saw that people had access to food and drink throughout the day and alternative choice of meals was offered. People who needed special diets were catered for, and kitchen staff were informed appropriately when there were changes in people's eating and drinking. It was positive to see that people had been involved in shaping the menu. The head chef and his team were responsive to the needs and wishes of the people. All comments about the food were positive from people and their relatives:

"The meals are nice, we get a choice."

"The soup is always great."

"The food is good."

"The food is great I am blown away with the range of choices on menu. They can get something all day long if they want it."

We saw that people had the opportunity to take part in different activities. People chose from a variety of activities, and they were encouraged to celebrate events throughout the year. It was lovely to see photos up around the home that commemorated those memories for people. Hutton Park has an active Facebook page that provides relatives with information on what their loved ones have been enjoying. The home also encourages the use of iPads for keeping in touch. Families appreciated the effort and care from the activity's coordinator:

"She is worth her weight in gold."

"There are a variety of activities, there is something different for everyone. Mum loved the theatre, likes getting out and about."

"There are always special days planned. Christmas day was just fabulous."

The home was busy with family members coming and going as they pleased. People were encouraged and supported to go out and be active members of their local community, where appropriate. The home was welcoming, clean, odour free and well maintained; although a little tired in some areas.

Overall, we felt that people's health and wellbeing benefitted well from the care and support they received.

### How good is our staff team?

**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 living in the care home and staff benefit from a warm atmosphere because there are good working relationships. We observed that there was effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people.

During our inspection, we looked at staffing arrangements to ensure that the needs of people were being met in line with their wishes and preferences. The provider has a duty to ensure that the service has suitably qualified and competent staff appropriate for the health, wellbeing and safety of people.

The views and wellbeing of staff need to be key factors when assessing staffing, to ensure that staff are flexible and support each other to work as a team to benefit the needs of people. Supervisions provide staff an opportunity to talk about their development and reflect on their practice. The management team had recently started carrying out supervisions with staff. Those who had received supervision spoke positively about the process.

We got feedback from staff to check-in on their wellbeing; most staff said they felt very well supported by the manager and their colleagues. However, we acknowledged that for some staff of differing cultural backgrounds, it would be beneficial for the team to agree and set respectful expectations. This would benefit the wellbeing of the staff and impact on the positive outcomes for people.

The manager used a tool to assess the level of need and the complexity of people's care and support, to ensure enough staff were deployed to support them well. It was positive to see that the manager had used professional judgement to negotiate for additional staff to support the increased workload that the layout added.

The management of clinical risk was also considered, for example, falls, wounds, infection activity and appointments. Professional visitor feedback, resident/relative views are also considered, as was skills mix and staff available, for example, in-house training being delivered.

Robust methods to assess staffing were informed by the latest guidance, including the Safe Staffing Act 2019. This meant that people could be confident that the service had enough staff, who have the right values and skills to deliver high quality care.

The assessment used by the service included the needs of people, as well as their views and that of their families. Comments from families included:

"The team continue to improve their knowledge and understanding of their role, so that adds to the benefits for residents."

"I can report issues, things I've noticed and they act on it immediately."

"Staff work in partnership with me and ask me for information."

Other tools the service used were safe recruitment practices. We saw vigorous pre-employment checks had been done. Staff also had the necessary skills to support people to meet their needs, because all staff had undertaken the training relevant to their roles.

The handover process ensured information was communicated to all staff due on the next shift. Staff were then deployed effectively and efficiently throughout the home whilst respecting the needs and rights of people. Following recent feedback from staff, an allocation sheet was introduced to share the workload more evenly. This took into consideration the skill mix, numbers and deployment of staff to meet the needs of people because there is an effective process for assessing true need. This also gave people continuity of staff and ensured that all outcomes were met daily and to a high standard.

There has recently been more emphasis on the responsibilities of staff who are not involved in providing direct care and support to people, recognising that they play an important role in building a staff team. The kitchen staff recently did a session with people called 'chef bingo.' People loved it and can't wait for the next one. The chef also met with residents and relatives at a recent meeting; they now have different size plates for people.

## 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 enable people to get the most out of life, the service should improve staff's understanding of outcomes. Senior staff to attend training, this will improve how they think about supporting people to identify and achieve their outcomes, and also improve the recording and monitoring of them.

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

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

**This area for improvement was made on 25 August 2023.**

#### Action taken since then

Senior staff attended a training session on the understanding of outcomes for people. This improved their knowledge, understanding and their practice to support people to achieve their outcomes. The manager will continue to coach and mentor the senior staff to develop meaningful outcomes for people.

**This area for improvement has been met.**

#### Previous area for improvement 2

The provider should increase support to the managers by creating a development plan for new workers where English is not their first language. This would improve the staff's knowledge and understanding and therefore the outcomes for the people living in the care home.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 25 August 2023.**

#### Action taken since then

The manager had focused on meeting the wider team rather than individual supervision sessions. The plan is to meet all staff to determine training needs, then devise individual learning and development plans for each team member.

**This area for improvement has not been met and will be restated.**

## Previous area for improvement 3

The service should use reflective practice to engage staff in a process of continuous adaptation and learning. This is especially important when concerned about a particular area, and additional training has been provided. Good practice would be using reflective accounts to gauge staff's understanding and increased knowledge of the subject.

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

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

**This area for improvement was made on 25 August 2023.**

### Action taken since then

Staff had the necessary skills to support people to meet their needs, because all staff had undertaken the training relevant to their roles, and would continue with any learning and development needs they required.

**This area for improvement has 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](http://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
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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