

Summerdale Care Home Service

Victoria Place
Brightons
Falkirk
FK2 0TZ

Telephone: 01324 711 924

Type of inspection:
Unannounced

Completed on:
15 May 2024

Service provided by:
Summerdale

Service provider number:
SP2003002708

Service no:
CS2003011547

About the service

Summerdale Care Home is a privately owned care home in Brightons village near Falkirk and is situated in a residential area, near to public transport.

The service is registered to support up to 23 older people. There were 17 people living at Summerdale at the time of inspection. The accommodation is provided in a large traditional Victorian building with a newer extension and four flats offering a higher degree of independent living with support from staff in the main house.

The service aims are to provide a flexible care service where people are encouraged to make their own decisions, to live as independently as possible to preserve their dignity and right to freedom of choice.

About the inspection

This was a full inspection which took place on 14 and 15 May 2024. The inspection was carried out by an 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 seven people using the service and two of their family representatives.
- spoke with six staff and management.
- observed practice and daily life.
- reviewed service documents and care plans.

Key messages

- People liked the cosy, domestic scale of Summerdale
- People liked the staff team supporting them
- People found the management team to be approachable
- Areas of the home appear tired and worn
- The service could personalise activities provision further.

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?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	3 - Adequate
How well is our care and support planned?	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

In this part of the inspection report we considered the following quality indicator:

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support.

We assessed the service as Good for this quality indicator which means overall we evaluated this key question as Good, where strengths impacted positively on outcomes for people and outweighed areas for improvement.

The service had good oversight of people's health care needs. Relatives we spoke to told us they felt involved in this process. One person told us "I visit regularly. I'm kept well informed. It's a hard thing to do to give up the reins of control to other people. They asked what her needs were and how she likes things to be. I've no worries at all. There's nobody here I would not trust with my Mum. They are all nice. The manager keeps us up to date with everything."

The service has streamlined their care plans over the last year. People had a care plan that was individual to them and their needs. Care reviews were generally being done every six months in line with legislation but some reviews over ran this timescale. One person told us they had never had a review "Standard of care is good but I have never had a review meeting. Short conversations take place if the staff have anything to let me know." The service should be mindful of the importance of formal review to give all concerned the ability to reflect on the person's needs and consider what is working well and if anything needs to change. The service had good relationships with external professionals in the area and we saw that they referred people onwards for services that were outwith their remit.

The service assessed people's level of risk with associated support required in key areas of care including falls, skin health, nutrition, hydration and mobility and reviewed this each month or sooner if needs changed. Whilst accidents and incidents were recorded with appropriate action taken we saw an incident which we had not been advised of and we discussed this with the manager as an essential task that needs to be completed.

Staff were kind and caring in their attitude to people. People's friends and relatives were made welcome in the home. One person told us "I can make a cup of tea when I come in - I feel comfortable and at home."

Mealtimes were a pleasant and relaxed experience for people. People who required more assistance to eat well received this at their own pace. This helped ensure that people enjoyed their food which in turn promoted their overall health and wellbeing.

How good is our leadership?

4 - Good

In this part of the inspection report we considered the following quality indicator:

Quality Indicator: 2.4. Staff are led well

We assessed the service as Good for this quality indicator which means overall we evaluated this key question as Good, where strengths impacted positively on outcomes for people and outweighed areas for improvement.

The service operates an open door management policy where people were encouraged to raise any issues with the manager as they arose. Residents' meetings were held to ask people their views about the daily life of the service. A relatives' meeting was held shortly after the manager took up post and the service planned to arrange more. Questionnaires have been distributed seeking people's views with a view to continually developing the service. People generally found the manager and staff to be responsive. One person told us that communication between the service and relatives could be improved.

The staff team is small which promoted good continuity and consistency of care. This in addition to regularly assessing people's needs meant that people's needs were met by the right amount of staff.

The service have worked hard over the last few months to implement a robust quality assurance system within the service which regularly assesses the quality of the service provided across all key areas of the home. Action plans arose from this activity which the service were acting upon. This meant that people living in the home benefitted from a culture of continuous improvement with the organisation having robust and transparent quality assurance processes.

Not all staff have had a recent supervision, although this is an area the service are currently addressing. A good programme of staff training was in place, staggered across the year which was reflective of the needs of people using the service and the varying levels of experience and expertise of the existing staff.

How good is our staff team?

4 - Good

In this part of the inspection report we considered the following quality indicator:

Quality Indicator 3.3: Staffing arrangements are right and staff work well together

We assessed the service as Good for this quality indicator which means overall we evaluated this key question as Good, where strengths impacted positively on outcomes for people and outweighed areas for improvement.

The service is small with an accordingly small staff team. This meant that staff got to know all residents well. Friendly, professional communication was seen. The support people needed was reviewed at least monthly. Staff were visible around the home and were seen to be responsive to residents. The layout of the service meant that if staff were supporting people with their personal care in private they could not always supervise the lounge where most people in the service were spending their time. Staff were aware of this issue and ensured the lounge area was regularly checked to ensure that people were comfortable and did not need anything. This meant people were supported and cared for sensitively by people who anticipated issues and were aware of and planned for any known vulnerability and frailty.

We looked at recruitment and were satisfied that staff were recruited in line with Safer Recruitment guidelines. Interviews focused on people's values as well as their experience, and during induction staff were made familiar with the SSSC Code of Practice and the Health and Social Care Standards. Residents and relatives were not currently involved in the recruitment of new staff and this is something the service would like to start doing again.

New members of staff were allocated a work buddy to help them settle in. They told us this worked well. One relative told us "Good mix of experience and ages." There was a mix of experienced staff and new staff meaning the skills mix within the service was right, and new staff were supported into their role.

Staff seemed busy but not rushed. We saw friendly relationships with relatives visiting. One person told us "Summerdale have a fantastic team, who seem to work well as a team. They all join in with activities, and always very pleasant to us." This meant that people could build a trusting relationship with staff in a way that both were comfortable with.

How good is our setting?

3 - Adequate

In this part of the inspection report we considered the following quality indicator:

Quality Indicator 4.1: People benefit from high quality facilities

We assessed the service as Adequate for this quality indicator which means overall we evaluated this key question as Adequate, where there are strengths but these just outweighed areas for improvement.

The home is situated in a lovely older property which is cosy and domestic in scale. It was spacious and light, with a large conservatory in which most people spent their time. A quieter lounge is available to the rear of the property, although it is not used as much. People had access to a garden in the better weather. People could choose to entertain their visitors in privacy. One person told us "Not a lot of privacy in the main lounge, that's the downside of a smaller home. If I'm just popping in for a few minutes I do not want to trouble him with having to get up so I just stay in the lounge, but do not then get the privacy I would have in his room or a smaller lounge."

Staff were visible throughout the home and had good relationships with people living there and their visitors. People were asked their views regarding the setting via reviews to ensure they were happy with things. People's views regarding the upkeep of the home were mixed. One person said "Needs updating" whilst another said "It's a lovely house, with a fab bright lounge which is the hub of all the activities. Bathrooms are close to the rooms. My father has his own toilet."

The home ensured people's rooms were freshly prepared for them moving in. They could bring in their own belongings and personal items that were important to them to personalise their own private space. People received personal care in private, with their dignity respected. One person said "The home is a lovely homely environment, the garden area is lovely in summer (if we can get him outdoors!). His bedroom has everything that he needs."

Generally, equipment checked during inspection was clean and had been serviced in line with legislation which meant people were using equipment that was secure and safe. We saw scales which required to be deep cleaned, and a downstairs toilet required a lock. The home has an environmental improvement plan they are working towards and have prioritised areas that require to be renovated, including some areas of the home that look tired and worn. This has resulted in the upstairs shower room being fully renovated since the last inspection.

How well is our care and support planned?**4 - Good**

In this part of the inspection report we considered the following quality indicator:

Quality Indicator 5.2: Carers, friends and family members are encouraged to be involved

We assessed the service as Good for this quality indicator which means overall we evaluated this key question as Good, where strengths impacted positively on outcomes for people and outweighed areas for improvement.

Families and friends were made welcome within the home. People told us communication was good and generally at the level that was right for them. People felt their relative's needs were well understood and their relative received good care. One person told us "The staff team are fabulous with him. They know him well, his likes, dislikes and this is from the management team, to every staff member in the home." Another said "Summerdale is a small care home and it's like being with family. Residents are treated as people with their own dignity and personality." The service had a social media page which kept people up-to-date with the day-to-day life of the service in between visits.

There is an Activities board at the entrance which kept people informed about what was happening within the home and relatives and friends were very welcome to come along and join in. Activities organised were arranged according to the wishes of residents and decided at their monthly meetings. There were a good range of activities available each day. A reminiscence meeting was held each evening. There was no dedicated activities coordinator within the home, all staff were involved in activities provision. Upon moving into the home people were asked about their interests and the activities they would like to take part in (as part of general life story work). This could be used to create a more personalised experience, particularly for those people who do not like arranged group activity.

The home did not have its own transport, meaning activities outwith the home had to be planned in advance but people could use the gardens and go for walks in the local area when the weather was favourable. The service would like to increase engagement in the local community and potentially intergenerational activities with the local school.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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 leadership?	4 - Good
2.4 Staff are led well	4 - Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	3 - Adequate
4.1 People experience high quality facilities	3 - Adequate
How well is our care and support planned?	4 - Good
5.2 Carers, friends and family members are encouraged to be involved	4 - Good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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