

# Victoria Gardens Care Home Care Home Service

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Glasgow  
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**Type of inspection:**  
Unannounced

**Completed on:**  
30 May 2024

**Service provided by:**  
Glasgow City Council

**Service provider number:**  
SP2003003390

**Service no:**  
CS2018371437

## About the service

Victoria Gardens Care Home is registered to provide care to a maximum of 70 older people. The service provider is Glasgow City Council.

The home consists of five units for older people, four of 15 beds and one with 10. The ground floor consists of Azalea, Crocus and Tulip units. The upper level consists of Lily and Rose units.

Each bedroom has accessible en-suite toilet and shower facilities. People in the home have access to a range of communal areas including activity rooms, lounges, and dining areas. Other facilities throughout the home which people use include a cinema room and hairdressing facility. The home is bright and airy with well-maintained enclosed gardens for people to use.

## About the inspection

This was an unannounced inspection which took place on 23, 28 and 29 May 2024. 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 10 people using the service and five of their families
- spoke with 12 staff and five of the management team
- observed practice and daily life
- reviewed documents
- obtained feedback from stakeholders.

## Key messages

- People benefitted from a comprehensive healthcare assessment that promoted their health, safety and wellbeing.
- People's care and support met their needs and was right for them.
- Staffing arrangements allowed for people's needs to be met in a relaxed, friendly and engaging manner.
- There was a consistent and experienced staff team who worked well together to achieve the best possible 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?	5 - Very Good
How good is our staff team?	5 - Very Good

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

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

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Staff interactions with people were warm, gentle and encouraging. The home had a welcoming and friendly atmosphere. Relatives we spoke with confirmed this had informed their decision-making when choosing a home for their loved ones. Staff treated people with dignity and respect and were focussed on achieving the best outcomes for the people they were caring for. Care was delivered at a pace suitable for each person. Staff worked hard to create a positive environment which was also noticed by visitors to the home.

The care staff were knowledgeable about who to call for support and advice regarding people's health needs. External healthcare professionals were called promptly for advice and support when needed. We saw records detailing the outcomes of these visits. Advice and changes to treatment were reflected into plans of care to ensure people's healthcare needs were supported. Medication was managed safely and effectively to support people's health needs.

Personal plans were up-to-date which helped to guide staff about the agreed care for the person and ensured a consistent approach. Risk assessments were up-to-date and reflected into plans of care. This helped to safeguard people from harm. There was a good overview of the management of clinical issues and how risks were being minimised. There were systems in place to ensure that clinical issues were regularly discussed, and plans of care updated. This ensured positive outcomes for people's healthcare.

Palliative and end of life care was managed in line with the person and their family's needs and wishes. The principles of care at this time in life were anticipated. People had details around future planning in place that reflected their wishes and, where appropriate, those of their representatives. Plans were agreed and in place to provide high quality comfort, care and support. Staff were familiar with people's preferences for palliative and end of life care.

Family members commented that they felt reassured that their relatives were receiving good support with health needs. Families told us that they were kept up-to-date with any changes in their relative's health. Comments included: "The staff team are always very friendly and listen to the family's concerns regarding my relative's care. They look after my relative very well" and "The senior I have dealt with is very informative, understanding and caring. She is very approachable and listens to any worries I have regarding my relative".

Staff understood the importance of involving people in meaningful activity to enhance their wellbeing and support good mental health. There was a wide range of meaningful activities for people to take part in. People told us they enjoyed taking part in the activities available and having the company of other people.

Mealtimes provided a social opportunity for people to come together, and meals were well presented and nutritious. The quality and presentation of food was of a high standard. The catering team was very knowledgeable about people's preferences, and cultural and dietary requirements. People could choose from a variety of healthy foods and snacks, and sweet treats were also made available.

When we spoke with people, they were very complimentary of the catering team and the quality of food. People enjoyed a positive mealtime experience. Those who required extra support to eat were assisted discretely, and with dignity and respect. This ensured that people with specific requirements were able to have time to eat in a relaxed atmosphere free from distractions.

## How good is our staff team?

**5 - Very Good**

We found significant strengths in the staffing arrangements at Victoria Gardens and how these supported positive outcomes for people. Therefore, we evaluated this key question as very good.

People could be assured that the numbers and skill mix of staff were determined by a process of continuous assessment featuring a range of measures linked to quality assurance. A recognised method was used to help inform staffing levels. This was used in conjunction with the knowledge of people's needs gleaned from the staff and management team. This included taking account of the complexity of people's care and support. Staff were clear about their roles and helped each other by being flexible in response to changing situations. We found examples when staffing levels had been increased to meet the needs of people, for example, a person needing end of life care.

Staffing arrangements allowed for people's needs to be met in a relaxed, friendly and engaging manner. Staff were observed to interact with people in a kind, compassionate and dignified way. They spent time talking to people, building up relationships and gave people time to respond at their own pace. Staff were intuitive to people's needs, offering help and guidance in a timely manner. This also contributed to the warm atmosphere within the service.

There was a positive learning culture within the service where more experienced staff took the time to demonstrate and support good practice. It was this culture, that enabled the home to have a consistent and experienced staff team who worked well together to achieve the best possible outcomes for people. We met staff with a "can do" attitude, who were friendly, knowledgeable and professional. They were clear about their roles and responsibilities, and valued the work they did to deliver stable and consistent support. Good communication, information sharing and reporting of any concerns to senior colleagues enabled the staff team to meet people's needs effectively.

Relatives provided positive feedback regarding their experience of the staff. These included:

"The staff are always very welcoming and pleasant and willing to listen to you."

"All the staff I have met are very friendly and approachable."

"The home, in general, is very welcoming and friendly and, if things stay as they are, mainly the staffing level, nothing needs to change."

"Victoria Gardens is a very welcoming place. The carers and reception staff are all very nice and helpful and the home, in general, is very warm and friendly."

## 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

The service should ensure that all staff record their involvement with people in a person-centred manner to capture people's experiences and the outcomes achieved.

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

"I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11).

**This area for improvement was made on 13 October 2021.**

#### Action taken since then

Personal plans and notes were generally of a high standard although focus remains to maintain this practice of ensuring that all records of involvement reflect people's experiences.

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

#### Previous area for improvement 2

The service should ensure that staff practice is directed by the information included in care plans, and that:

- a. Food and fluid intake charts are fully completed and that the information contained therein is used to inform the planning of care and support.
- b. Care plans for people confirmed or suspected of having Covid-19 are in place and accessible for staff.

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

"I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11).

**This area for improvement was made on 13 October 2021.**

#### Action taken since then

Charts around nutrition and hydration were completed accurately and at the point of care.

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

### Previous area for improvement 3

The service should ensure that all bedding, mattresses and mattress covers are in a good state, clean and fit for people to use.

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

"I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment." (HSCS 5.22)

**This area for improvement was made on 13 October 2021.**

#### Action taken since then

All bedding, mattresses and mattress covers were in a good state, clean and fit for people to use.

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

### Previous area for improvement 4

The service should further develop quality assurance processes for infection prevention and control, including regular environmental cleanliness audits, cleanliness audits for equipment used by people experiencing care and regular observations of staff practice. The quality assurance process must follow the latest available Scottish Government guidance and best practice guidelines.

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

"I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment." (HSCS 5.22)

"I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11)

**This area for improvement was made on 13 October 2021.**

#### Action taken since then

This area for improvement was set during the pandemic and measures are in place to maintain standards of infection prevention and control.

**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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good



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