

Woodlands Nursing Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
6 June 2024

Service provided by:
Peacock Medicare Ltd.

Service provider number:
SP2003002457

Service no:
CS2003010679

About the service

Woodlands Nursing Home is owned and managed by Peacock Medicare Ltd. The service is registered with the Care Inspectorate to provide care to a maximum of 82 older people. The service has four units, two on the ground floor and two on the first floor. The upper level is accessed by lift or stairs.

Each unit has individual lounges and a shared dining area. All bedrooms are for single use and have en suite toilet and washing facilities. There are additional toilets and bathing facilities. There is a separate laundry, main kitchen, offices and staff facilities. There is also an attractive, well-maintained garden and car parking facilities.

About the inspection

This was an unannounced inspection which took place on 4, 5 and 6 June 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 or received feedback from 46 people using the service and 25 of their relatives
- spoke with or received feedback from 48 staff and management
- observed practice and daily life
- reviewed documents
- spoke with or received feedback from four visiting professionals.

Key messages

- People were treated with dignity, compassion and respect.
- There were warm, encouraging, positive relationships between staff and people.
- Staff were invested in ensuring people were supported to live as meaningful a life as possible.
- Staff were flexible and supported each other to work as a team to benefit people.
- A refurbishment programme was in place and significant progress had been made.

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 leadership?	5 - Very Good
How good is our staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	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.

People were treated with dignity, compassion and respect, and there were warm, encouraging, positive relationships between staff and people living in Woodlands Nursing Home. This meant that people were supported to achieve their individual outcomes.

People felt respected and listened to because their wishes and preferences were used to shape how they were supported. People felt respected as they were enabled to maintain and develop relationships within and outside the home. People told us, *"I feel independent and if I need something someone is always ready to hand"*, *"Staff are all very lovely"* and *"I am always kept informed about decisions regarding my care"*.

Restrictions were kept to a minimum and carried out sensitively, and people's wellbeing and sense of worth was enhanced by staff who were knowledgeable about and valued diversity. Where people's behaviour could be seen as challenging to others, staff provided sensitive support to reduce the impact of this.

People were involved in decisions about the care home in ways which were meaningful to them. This meant that people felt empowered because their voice was heard. Staff were responsive to people's needs and wishes and all relatives who provided feedback told us that they were happy with the care and support their relative receives. One person living in Woodlands told us, *"I trust the people who care for me to be able to approach them with any problems I may have"* and another said *"Everyone is friendly and good fun. I can trust everyone here"*.

People's physical, emotional and mental health and wellbeing were at the forefront of all decisions made by both management and staff, and we could see that people benefitted from a comprehensive holistic health assessment, screening and care and support based on good practice and evidence-based guidance. A relative told us, *"I feel my relative's wellbeing is prioritised. The staff know her well and respond to her with care and authenticity"*.

There was a robust medication management system which adheres to good practice guidance and people's medication was regularly reviewed to ensure it met their identified health needs.

A person-centred approach was in place to manage and prevent falls and fractures and people were encouraged to move regularly and remain as active as they could be, including using outdoor space where possible.

Appropriate support was sought from allied health professionals and palliative and end of life care was managed in line with the person and their family's needs and wishes to ensure high quality comfort, care and support at this time.

People benefitted from high quality nursing care, led and delivered by registered nurses, and experienced care and treatments which were safe, effective and in line with their wishes and choices. Relatives told us, *"I am very happy with my relative's care; she is well cared for, and we (family) are kept up to date with any issues or concerns and potential solutions"* and *"Our relative is so well looked after and truly cared for by staff"*.

People's skin integrity was maintained because the service had a proactive and person-centred approach based on good practice recommendations and the assessment of risk.

Staff shared information appropriately when they observed changes in people's eating and drinking and this was well documented. There was regular access to drinks, meals and snacks, and for people who need support to eat and drink, there were no delays to them receiving this support when needed.

People benefitted from access to an appetising, varied and well-balanced diet and they could choose from a variety of, meals, snacks and drinks including fresh fruit. People enjoyed their meals in an unhurried, relaxed atmosphere with caring interactions between staff and people, and among people sitting together at tables.

A relative told us, "I can't praise this nursing home enough. Staff are very informative as to how my relative is doing and they have worked very hard at getting him to shower regularly. My relative is well nourished and always has plenty of drinks. He is unable to get out of bed, so staff work really well to make him feel comfortable and included".

Professionals who regularly visited the home told us that staff interacted in respectful and meaningful ways with people who lived there and that people were well looked after.

How good is our leadership?

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.

The management team had invested time and effort into team building to the extent that staff felt ownership and commitment to the home, and were invested in ensuring people were supported to live as meaningful a life as possible, taking into account their preferences. Staff were involved in decision making to ensure they felt valued and their ideas and suggestions about improvements to improve outcomes for people were welcomed.

The management team engaged meaningfully with staff, people living in the care home and their families and took a collaborative approach to planning and delivering care and support.

Staff were empowered to play a key role in leading care and support. This resulted in robust systems of care with clear lines of responsibility and professional accountability, including clinical and care governance.

There was supportive and visible leadership that enabled staff to voice their concerns, share ideas and explore ways to promote resilience. This impacted positively on staff and, in turn, on people who lived in the care home.

Quality assurance and audit processes were in place to direct improvements and ensure that the management team had clear oversight of all activity within the home. There were detailed, clear actions with timescales where areas for improvement had been identified. This meant there was a record of all improvements being carried out and a plan to implement improvements to achieve improved outcomes for people.

A relative told us, "The home is very well managed and led. Managers are visible and lead by example. I am

involved in relatives' meetings and events and feel able to approach managers at any time if I need to. The way Woodlands is run is clearly based on kindness, dignity and respect for all".

How good is our staff team?

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.

People and staff, benefitted from a warm, caring atmosphere because there were good working relationships within the home. There was effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people.

The management team were skilled at identifying and delivering the right resources, at the right time to ensure that people experienced high quality care and support. The numbers and skill mix of staff were determined by a process of continuous assessment linked to quality assurance. This included taking account of the complexity of people's care and support. Feedback from all parties contributed to this alongside dependency assessments which were transparent, and shared with key staff. This meant that the skill mix, numbers and deployment of staff met the needs of people living in the home.

Staff were flexible and supported each other to work as a team to benefit people. There was adequate staffing so that people could be well supported with their emotional needs as well as their physical needs. This meant that people could get the most out of life.

Staff worked very well together and understood the needs of people living in Woodlands. Staff were clear about their roles and were deployed effectively. They supported each other by being flexible in response to changing situations to ensure that care and support was consistent and stable. People could have confidence in their support because staff had ready access to the right information about their specific needs and outcomes.

A relative said, *"The staff team are fantastic and seem to work very well together. They are very informative of any relevant information. It is always the same staff teams on shift with regular locum staff. I can't praise them enough".*

Motivated staff, effective deployment and good team working meant that staff spent as much time as possible with people and staff were confident in building positive relationships with people. Relatives told us, *"Staff are always extremely polite and seem invested in the residents. They are quick to recognise us as family on visits and we feel welcome visiting"* and *"Every staff member that I have met have all been so lovely. They always have a smile to welcome visitors and are so caring towards our relative. They call the family when we are to be updated on our relative's health or if she just wants to talk to us. They are more than helpful and we know that they care".*

We heard from people living in Woodlands that staff were approachable, friendly and supportive, and another relative told us, *"There's a positive atmosphere in the home. The staff are all always friendly. They keep me well informed on my relative's care. They are always happy to help".*

How good is our setting?

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.

People benefitted from a warm, comfortable, welcoming environment with plenty of fresh air, natural light and sufficient space and comfort to meet their needs and wishes. The environment was relaxed, clean, tidy and well looked-after, with no evidence of intrusive noise or smells.

A refurbishment programme was in place and significant progress had been made to bring the setting up to the standard needed to promote and enable people's independence and comfort. A phased approach had been taken to this plan in order to minimise disruption for people living in Woodlands.

This had considerably improved people's living environment and we heard positive feedback about the difference this had made. People were involved in choosing décor and furnishings for their rooms and were very happy with the results. This meant that people felt that they were listened to and could influence change. People were benefitting from a more comfortable and homely environment where infection prevention and control was not compromised.

Relatives told us, *"The reception areas and flooring have been upgraded. It's bright and welcoming. Everything is very clean and comfortable"* and *"It's a little tired and worn in places. Look forward to the ongoing refurbishment"*.

People could choose to use private and communal areas and their right to privacy when they wished was respected. There were clear signs directing people to areas of the home, including the garden.

The setting was kept safe and well-maintained. There were clear planned arrangements for regular monitoring and maintenance of the premises and the equipment to ensure people were safe. This included training and assessing staff competency to safely use and maintain any equipment their role required.

How well is our care and support planned?

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.

People benefitted from individualised care and support plans which were outcomes focussed. They covered the key areas of people's support needs and wishes and enabled staff to provide support at the right time and in the right way, which supported positive outcomes for people. Care plans were written in a respectful way and gave a good insight into how best to support and care for people.

Pictorial support plans gave valuable information for staff in an easy to read format and information about how best to support people who experience stress or distress was of very good quality. This resulted in very good outcomes for people.

People were fully involved in decisions about their current and future health and support needs. They had an anticipatory care plan in place that reflected their wishes and where appropriate, those of their representatives. Staff were familiar with people's preferences for palliative and end of life care. Where people were not able fully to express their wishes and preferences, individuals who were important to them were involved in shaping and directing their care and support plans. Risk assessments were used to enable people rather than restrict their actions or activities.

There was a robust system in place for six monthly reviews with people and their relatives. This meant that people benefitted from personal plans which were regularly reviewed, evaluated and updated, involving

relevant professionals where appropriate, and taking account of good practice and their own individual preferences and wishes.

The service was keen to further develop their care plans to include more information about what people enjoy, so that new staff would find it easier to engage with people in ways that were meaningful to them.

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 improve the setting, the provider should,

- a) plan a programme of refurbishment that brings the setting up to the standard needed to promote and enable people's independence and comfort
- b) include clear timescales for completion.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24).

This area for improvement was made on 27 July 2023.

Action taken since then

A refurbishment programme was in place and significant progress had been made to bring the setting up to the standard needed to promote and enable people's independence and comfort. This had considerably improved people's living environment and we heard positive feedback about the difference this had made. People were involved in choosing décor and furnishings for their rooms and were very happy with the results.

This area for improvement was met.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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

How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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