

Astley House Care Home Service

14/16 Dirleton Avenue
North Berwick
EH39 4BG

Telephone: 01620 892 037

Type of inspection:
Unannounced

Completed on:
3 September 2024

Service provided by:
Astley House Nursing Home Limited

Service provider number:
SP2011011628

Service no:
CS2011298805

About the service

The service is a care home providing care and support for up to 40 older people, located in North Berwick, East Lothian. There were 37 people experiencing care with the service during the inspection. The accommodation is provided over three floors. Communal facilities, including the lounges and dining rooms are located on the ground floor. There is access to a secure garden. Most bedrooms are single but twin rooms are also available for couples who wish to share. The care home was registered with the Care Inspectorate on 8 August 2011 and is provided by Pepperwood Care Limited.

About the inspection

This was an unannounced inspection which took place on 28 and 29 August 2024. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, information submitted by the service and intelligence gathered.

We evaluated how well people's health and wellbeing was supported and their personal plans, the setting, as well as the quality of staffing and management.

To inform our evaluation we:

- spoke with twelve service users, eight relatives and received 11 care service questionnaires
- spoke with nine staff and two managers
- spoke with two professionals working with the service and received two care service questionnaires
- observed daily life at the service
- observed how well care staff supported people
- considered the cleanliness and quality of the physical environment
- reviewed documents and electronic records.

Key messages

- People were very satisfied with the quality of the care and support received.
- Staff interacted warmly and respectfully with people.
- Mealtimes were well staffed and decent quality meals were available for people.
- The environment was clean, tidy and homely.
- Staff were well supported and supervised.
- Managers were accessible and responsive to people experiencing care, relatives and staff.
- The service had comprehensive auditing of care.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had begun to use self-evaluation, however, further work is required to develop this approach to support improvement.

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?	4 - Good
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?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the care provided and how this supported positive outcomes for people.

Staff interacted warmly and respectfully with people and knew their history, routines and preferences. Staff would assist people who were anxious in a caring and calming way. When assisting people to move, staff interacted supportively and with encouragement. This meant people could build trusting relationships at the service.

People experiencing care told us "it is very, very nice staying here," "I am very well looked after" and "it is good and comfortable to live here."

Relatives said "our mother is doing amazing since she moved to Astley House, her life is so much better," "some days he don't keep too well and they are well on top of it" and "everybody is friendly, it feels like a family."

The staff actively encouraged people to engage in meaningful activities. Staff were spending one-to-one time with people to chat or undertake an activity, this is especially important for people who spend a lot of time in their rooms, have advanced dementia or receive few visitors. There were gentle exercises in the morning to assist people's flexibility and mobility. The service was engaged with the local community by having a visiting church service. These opportunities to take part in meaningful activities supported people to be involved and valued.

Relatives mentioned "they play dominoes, do bingo, armchair fitness and musicians are in quite a lot, they seem to do a lot, the activities coordinator is brilliant" and "Mum participates in the activities well, there is a closed Facebook group and we are getting updates on a really regular basis."

Mealtimes were well staffed and people were not kept waiting for their meals or being rushed. Support with eating and drinking was undertaken in a dignified way. People were being asked what they wanted to eat and menus were displayed for people.

Medication administration was well organised with regular audits and appropriate training for staff. This ensured that people experienced safe and effective medication. People were supported and cared for sensitively by staff who anticipated issues and responded to any signs of deterioration in their health and wellbeing.

How good is our leadership?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the leadership and quality assurance.

People we spoke to considered that management were accessible and responsive. If there were any concerns regarding people's health and wellbeing, relatives were communicated with quickly. The service sought feedback from relatives through satisfaction surveys; extending surveys to people experiencing care and regular meetings would improve communication and feedback. A private social media group was well used to show the activities undertaken at the service. Relatives said "managers are good at communicating

if any issues, even minor ones," "really good at keeping us updated" and "they are very easy to talk to if you need to phone and always have time for you."

Any incidents were reported thoroughly with actions on improvements where needed. Regular quality audits were taking place, such as medication, dining experience and the environment. The service needed to update their improvement plan to show what improvements have been identified, what difference these changes will make to the people using the service and the timescales. This ensures that there is a culture of continuous improvement for people experiencing support.

How good is our staff team?

5 - Very Good

We evaluated the service as operating at a very good level for this key question. There were significant strengths with the staff training and support.

Staff recruitment processes were thorough. Staff reported good informal support available from their managers. Regular face-to-face supervision sessions and regular team meetings were held to assist communicating effectively with staff. There were formal managerial observations of staff competence taking place regularly for different practice areas. This ensured people experienced high quality care and support based on relevant guidance and best practice.

Staffing arrangements worked well with no agency staff being used, therefore care and support was consistent and stable. We observed that staff worked together well, in a positive and calm manner. This ensured people benefited from a warm atmosphere because there are good working relationships.

People experiencing support said "staff are all very kind and helpful" and "all staff look after us well." Relatives commented "staff are nice and welcoming," "they are busy, but always have time for the residents" and "well organised, nothing seems to be too much of an issue."

How good is our setting?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with the quality of the physical environment and cleanliness.

People's bedrooms and communal areas were clean and tidy, though retained a welcoming and homely setting. The furnishings and equipment were in good condition. People's rooms were comfortable with personal decoration.

Equipment used to assist people to move was in good condition. There were arrangements in operation for maintenance of the premises and the equipment to ensure people are safe. This ensured an environment that has been adapted, equipped and furnished to meet people's needs and wishes.

Staff were seen to wear, use and dispose of personal protective equipment such as gloves and aprons in line with guidance. The cleaning products for the toilets, baths and showers were effective against Covid-19 as advised in national guidance.

How well is our care and support planned?

4 - Good

We evaluated the service as operating at a good level for this key question. There were several strengths with personal planning.

People's personal plans detailed each area of care, for example, mobility, and set out any needs for support. Updates were recorded regularly and promptly as were any changes in actions needed. However, these were not always written in a personalised way. There needed to be more focus regarding what people consider is important to them and the related outcomes they want to achieve. Personal plans were being regularly audited by managers for consistency and quality. Six monthly reviews (as required by legislation) were taking place with people experiencing care and their relatives. This ensured that personal plans remained right for people and that everyone had the opportunity for their views to be heard.

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?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.