

Windyhall Nursing Home Care Home Service

3 Southpark Road
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Telephone: 01292 261 441

Type of inspection:
Unannounced

Completed on:
17 September 2024

Service provided by:
Windyhall Care Home Limited

Service provider number:
SP2006008582

Service no:
CS2006135370

About the service

Windyhall Nursing Home is situated in a quiet residential area in the coastal Ayrshire town of Ayr. The local town centre and the beachfront are located within a short walking distance from the home.

The home is registered for up to 29 older people, who may have dementia. 22 of the bedrooms are en-suite. The three storey building is a converted mansion-house with purpose-built extensions, several lounge areas and a safe and attractive garden space.

About the inspection

This was an unannounced follow up inspection which took place between 10:40 and 13:30 on 17 September 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 two people using the service and one of their representatives
- Spoke with four staff and management
- Observed practice and daily life
- Reviewed documents.

Key messages

- People benefited from being supported by staff teams who worked well together.
- The care home was welcoming and homely with good standards of cleanliness.
- The management and staff team had worked hard to make improvements and meet the outstanding requirement.
- The staff team and people supported reported a positive impact as a result of recent changes.

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 good is our staff team?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

How good is our staff team?

4 - Good

The provider met a previous requirement for ensuring that there are sufficient staff at all times to support people. (See details in section 'What the service has done to meet any requirements we made at or since the last inspection')

As a result, we have re-evaluated Quality Indicators 3.3 as good, where several strengths impacted positively on outcomes for people.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 07 September 2024, the provider must review the staffing assessment to ensure that there are sufficient staff at all times to support people.

To do this, the provider must, at a minimum:

- a) Consider the needs of people supported
- b) Take into account the layout of the building
- c) Consider other tasks which may impact on staffs ability to provide support
- d) Include feedback from all stakeholders.

This is in order to comply with section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

This is to ensure that care and support is consistent with the Health and Social Care standards (HSCS) which state that: "My needs are met by the right number of people" (HSCS 3.15).

This requirement was made on 6 June 2024.

Action taken on previous requirement

The service had reviewed their dependency assessment which now considered the lay out of the building and additional staff tasks as well as the needs of people supported.

Meetings and surveys had taken place with all grades of staff, relatives and people supported. This had resulted in changes to the timing and split of breaks to ensure that the maximum number of people were available at peak times. Staff responsibilities had also been altered to ensure that tasks such as answering the door at meal times were covered by non care staff.

The morning care staff numbers had been increased and staff told us; "Over past few months staffing has improved. We now have time to spend with people and this is positively impacting on both residents and staff."

We observed that staff did not appear rushed and people supported told us "There are enough staff, I don't have to wait for anything."

Met - within timescales

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 good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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