

# Whiteford House Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
25 September 2024

**Service provided by:**  
Whiteford House Limited

**Service provider number:**  
SP2023000201

**Service no:**  
CS2023000312

## About the service

Whiteford House is registered as a care home service for a maximum of 31 adults with complex health needs including mental health conditions. The provider is Whiteford House Limited.

Whiteford House is situated in the town of Ayr, close to the town centre and Prestwick. At the time of this inspection, 30 people lived in the service.

Accommodation is provided over two floors and is connected by two passenger lifts. The care home has been purpose built; all bedrooms are single occupancy with ensuite shower facilities that ensure privacy. Communal areas include open plan lounge/dining/kitchen area for residents' use on both floors, accessible toilets and assisted bathing facilities. In addition, there is a games room and sensory room on the upper floor. The ground floor lounge leads into an accessible courtyard garden and the upstairs lounge areas have access to a large balcony areas.

Some of the stated aims and objectives of the service are:

- To deliver care in a safe, secure, comfortable and positive environment by ensuring service delivery is of utmost importance.
- Promoting independence to re-enable through goal setting; adapting an approach to reintroduce life skills encourage through enablement.
- Delivering a person-centred approach by detailing outcome-focused care planning, created in partnership with service users, families, friends, and external professionals to ensure the best outcome is achieved to reshape lives.
- Providing opportunities within the service to maintain personal interests as well as introduce individuals to new prospects to enrich individual lives.
- Encourage social connections to enhance independent choice by creating a positive and caring environment.
- Having a trained and skilled staff team with a person-centred approach to individual diagnoses.

## About the inspection

This was an unannounced inspection which took place on 23, 24 and 25 September between the hours of 09:30 and 16:30. The inspection was carried out by two inspectors 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 five people using the service and six of their family/friends. Four questionnaires were returned by people using the service.
- spoke with five staff and management, 18 questionnaires were returned by staff.
- observed practice and daily life.
- reviewed documents.
- consulted visiting professionals.

**Key messages**

- We saw very positive relationships between all staff and people living in the service.
- Staff had great knowledge about each person living in the service and how to support them.
- Management had very good oversight of the service and everyone found them approachable.
- The environment was welcoming, homely and tastefully decorated to meet people's needs.
- Personal plans didn't fully capture the positive progress people were making.
- As part of this inspection, we assessed the service's self-evaluation of key areas.  
We found that the service had an effective and well completed self-evaluation that was reflective of our findings.

**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?	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 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.

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

It was very clear to see that staff had taken the time to build positive relationships with people living in the service and had a good understanding of the impact that their experiences have had on their lives, making the transition into Whiteford House less traumatic for them.

Staff had really good knowledge of each person using the service and what mattered to them, which helped to reduce specific behavioural challenges. They also work with people to recognise how their behaviours can impact others who also live in the service.

Staff told us, "The difference in some residents from when they first came in to our service to now is amazing and that is down to the dedication of staff, from management down to staff within housekeeping, helping residents be able to fulfil their goals."

We could see that people living in the service appeared happy and content and feedback from some of them, their family members and friends confirmed this. Some family members stated that their relative was happy to go back to the service after visiting them outwith or that they were not upset when their relative left the home.

The home has an activity worker who is a real strength to the service. People using the service are fully consulted on activities, outings and how they want to spend their one-to-one time. We saw evidence of people achieving their outcomes and goals and the positive impact this had on them, developing life skills and improving confidence and social circles.

We found that health assessments were fully completed and updated for all people living in the home. We were able to see that people and their representatives were fully involved in decisions and any interventions in relation to their health and wellbeing. One family told us they were happy that they could still be involved in supporting their loved one with their meal through PEG feeding.

We were able to see that residents had ABC charts and care plans in place to inform and direct staff on how to support people in periods of stress and distress.

People who lacked capacity were supported under the principles of AWI and all paperwork was in place.

People living in the service were supported to have a healthy diet which benefited their health and wellbeing and were supported to make healthy choices. Key health information relevant to each person was collated and monitored. This was used to provide information to external health professionals.

There were very good relationships with external health professionals such as GPs, the tissue viability nurses and social workers. The service also has an inhouse physiotherapist which benefits people's health and wellbeing.

We reviewed medication systems and processes and found them to be safe and effective. There could have been better recording of outcomes from PRN medication that was administered, management advised that they would address this.

## How good is our leadership?

5 - Very Good

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

### Quality Indicator: 2.2 Quality assurance and improvement is led well

People using the service should benefit from a culture of continuous improvement. We found very good quality assurance systems in place which informed the service development plan. The service development plan is in place to drive continuous improvement and is updated where progress is made. We were also able to see trackers of professional registration, training, supervisions, reviews. All of this provided management with good information and good oversight of what was happening within the service.

There was clinical monitoring and analysis of adult protection, falls, infections, nutrition, wounds which provided clear oversight of people's health and wellbeing needs.

People could be confident that the right staff were being employed to provide their care as we found that safer recruitment practices were being followed.

We could see that management were responsive to issues raised by relatives and people using the service. The service keeps records of complaints of which there were none, however, there had been a concern raised which was managed well. Relatives told us that the management were approachable and responsive.

Management understood the importance of consulting with staff, people living in the home and relatives by carrying out various meetings with them. A newsletter was in place which updated people on what was happening within the service. Feedback questionnaires were used to gather views from people using the service, relatives and professionals. Information collated was used to improve the service, however, management should consider how this information is relayed back to those completing them to show how their opinions are being valued.

The general feedback from staff about the support they receive from management was positive. Staff told us that "when I am unsure of anything I am always well supported by management and talk through any issues I may have. They take the time to explain in a clear and helpful way".

## How good is our staff team?

5 - Very Good

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

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

We were able to see that the service uses a dependency tool which determines the appropriate staffing

levels for the service and management carry out an audit analysis which breaks down the levels of support that are more specific to the service.

The home has had to use agency staff, however, where possible the same staff that are familiar with the service are asked for which provides continuity for people living in the home. We could see that agency staff receive an induction which is thorough and documented effectively. Staff told us that they make sure agency staff are supported and know the home with induction documents.

The home has staff champion roles which promotes responsibility and involvement in the service.

There is a staff recognition scheme in place which staff and residents take part in, displaying positive comments about staff on their practice and what they do well.

Staff receive regular online and face-to-face training that supports their development and ensures people receive the best quality of care. Staff are also encouraged to reflect on their training and how they use their training in their practice. Management are proactive in dealing with any practice issues by using reflective practice as a tool and carrying out competency assessments.

Some staff members told us that the team work well together which benefits the people living there.

We received positive feedback from relatives about staff and their caring nature. Some spoke about how staff make their relative smile and how well they look after their loved one.

## How good is our setting?

## 5 - Very Good

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

### Quality Indicator: 4.2 The setting promotes people's independence

We found that the service is fully accessible, including for people with reduced mobility. There are two passenger lifts available to ensure that people with reduced mobility can access the whole building.

People have their own bedroom with ensuite facilities which all face onto the communal garden area, which benefits their wellbeing. Their bedroom is their own private space and where able, people have their own key. We could see that people personalised their bedroom to how they wished and this was facilitated by the service.

The service has communal spaces such as lounges and dining areas where people can socialise if they choose. There are kitchenettes which enable people to maintain their independence by being able to make their own drinks and meals, should they wish.

There are designated rooms for activities, such as arts crafts with nicely laid out tables and craft kits to use. The cinema room is laid out as if you were in a cinema with comfortable chairs lined in a row. A games room with pool table, dart board, games console and other activity items are available for use and there is a sensory room for those who need some space and time to relax. All rooms are tastefully decorated and well thought out to meet people's needs.

One person told us "they are so innovative with the home interior design and decoration."

People have access to a secure garden area which has raised flower and vegetable beds.

There is access to a number of various games equipment such as football nets, basketball and badminton. The service has enabled one resident to have her own drying area and another to have a specific raised bed with her favourite flowers. Those whose bedrooms are on the ground floor have unrestricted access to the garden area.

## How well is our care and support planned?

4 - Good

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

### Quality Indicator: 5.1 Assessment and personal planning reflects people's outcomes and wishes

We sampled a number of support plans and found that they guided staff on how to support people with their health and wellbeing needs. We found the standard of support planning was good, however, we did see that there were some inconsistencies in different sections of the support plans, such as information about a person's mobility. Different sections gave us different information. We also found the electronic system cumbersome to navigate.

Some support plans did not fully capture or make easy to see someone's progress or reflect the positive work being carried out by the service. Following discussion with the management regarding this, training was arranged for staff to ensure they are able to capture this information better.

We found that regular reviews were being carried out and that review paperwork and resident of the day paperwork had very good information about people's progress and how they were responding to the support they were receiving from the service. Relatives told us they were fully involved in providing information for support plans and the reviewing of these, ensuring information was accurate and up-to-date.

We could see that risk assessments were in place where appropriate and that the information contained in them helped to protect people from risk of harm.

## 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 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
4.2 The setting promotes people's independence	5 - Very 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

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