

Strathleven Care Home Care Home Service

30 Strathleven Place
Dumbarton
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Type of inspection:
Unannounced

Completed on:
10 October 2024

Service provided by:
Pelan Ltd

Service provider number:
SP2003000288

Service no:
CS2003001442

About the service

Strathleven Care Home has been registered with the Care Inspectorate since April 2011. The home is registered to care for 21 older people. The provider is Pelan Ltd.

The care home is a detached villa that has been converted and extended into accommodation over two floors.

Strathleven offers 17 single bedrooms, although 4 of these may accommodate a couple on request. Some of the bedrooms offer ensuite facilities. There are adapted bathrooms and toilets on both floors. The large communal lounge and dining room at the rear of the home has views and access to a secure decking area with a range of garden furniture. There is a small quiet sitting room for residents to use when undertaking one to one activities.

The service is located in a residential area of Dumbarton near local amenities including shops, bus routes and train links. Allied health professionals and district nursing services attend the home to deliver care and support as required.

At time of inspection, 17 people were living in the home.

About the inspection

This was an unannounced inspection which took place on 9 - 10 October 2024 between 09:00 & 20:30. 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:

- spent time with eight people using the service and spoke with three of their relatives. We also obtained feedback via a pre-inspection survey from six residents and six families.
- spoke with staff and management and obtained feedback from nine staff via a pre-inspection survey.
- observed practice and daily life.
- reviewed documents.
- obtained feedback from nine professionals who visit the service.

Key messages

- People living in the care home and their families were very happy with the care and support.
- People's health needs were escalated to other health professionals when needed.
- People living in the care home and staff benefited from a warm atmosphere because there were good working relationships.
- Personal plans were in place to guide staff on how best to care and support for each person.
- Some aspects of the care home would benefit from an upgrade, particularly some areas of flooring that no longer smelled fresh.

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 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 experienced warmth, kindness and compassion in how they were supported and cared for. The service was very good at ensuring people maintained relationships with those important to them. Family and friends were made to feel welcome. One relative told us, "The staff team are incredible and take such good care of my relative", whilst another explained, "The home goes above and beyond what's expected".

People living in the care home and their families were very happy with the care and support. One person told us, "It's good here and we have a laugh together" whilst another said, "There's nothing that they could be doing differently for me".

People benefited from regular healthcare assessments, access to community healthcare and treatment from external healthcare professionals. This gave reassurance to families. Feedback from families included, "My relative is well cared for and I have no concerns about their wellbeing", whilst another felt that, "The staff are very caring and look after my relative well".

People benefited from access to a tasty, varied and well-balanced diet. They could choose from a variety of meals, snacks and drinks. One person said, "I enjoy the meals and I can ask for something else if I don't fancy what's on". Everyone else we asked, all said they enjoyed the meals. The manager and a few staff had very recently attended a training session with the local Care Home Collaborative called 'Project Milkshake' and were very enthusiastic about starting this at Strathleven.

How good is our leadership?

5 - Very Good

We found significant strengths in how the staff team were led and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

Collective leadership was evident, with capacity for leadership being built at all levels. Management and senior staff ensured that the culture was supportive, inclusive, and respectful whilst they confidently steered the care home to deliver care and support based around up to date best practice guidance.

Leaders were skilled at identifying and delivering the right resources, at the right time. They intervened at the earliest opportunity to ensure that people experienced high quality care and support.

There was an overall service improvement plan in place which identified planned actions to drive improvement.

Staff told us that they felt supported and could go and speak to senior staff or management if they had any ideas or concerns. People who used the service mirrored this. One relative said, "The home is very well run and efficient", whilst another felt, "If I have any concerns I can speak to the manager or their staff at anytime".

How good is our staff team?**5 - Very Good**

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

People living in the care home and staff benefited from a warm atmosphere because there were good working relationships.

People could be assured that the numbers and skill mix of staff were determined by a process of continuous assessment. We discussed aspects which could further support them to demonstrate that they act in accordance with the newly enacted Health and Care (staffing)(Scotland) Act 2019.

Staff were motivated, effectively deployed and spoke of good team working. This meant that staff spent as much time as possible with people. Staff were confident in building positive interactions and relationships.

People living in the care home and their families were positive about the staff group. One person told us, "The staff are just like family" whilst another similarly said, "Staff have become like extended family to my relative".

How good is our setting?**4 - Good**

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People benefitted from a comfortable, warm and homely environment where residents were able to sit and chat to each other. They were able to move around the care home as they wished and choose where to spend their day.

People could be assured that the care home supported the inclusion of families and friends and promoted and supported families to take their relatives out.

Strathleven have links with a local nursery and primary school which supported intergenerational connections. They also have links with a local church who visit regularly. Whilst they supported people to get out for lunch or shopping, this was an aspect they were finding difficult due to this mainly having to be on a 1:1 basis to allow staff to fully support each person. However, staff were very kind at giving of their own time with this.

People who used the service, and their family members and friends, knew about visiting arrangements because these were clearly communicated to everyone.

The design of the setting supported people to develop relationships with the main lounge area being a hive of activity with lots for people to watch and join in with.

Whilst Strathleven is very homely, some aspects of the care home would benefit from an upgrade, particularly some areas of flooring that were no longer fresh smelling and in need of being replaced. We also highlighted some aspects of in-house health and safety checks that should be introduced and felt assured that these would be taken forward.

How well is our care and support planned?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

Personal plans were in place that included relevant risk assessments. There was a good level of detail within the plans to guide staff around how best to care and support for each person. These were then regularly evaluated.

Management carried out regular audits to support staff to develop the care plans and ensure that they reflected people's current needs.

Personal plans were reviewed with the person and/or their family members in line with legislation. This gave an opportunity to discuss any aspects of care and support that was working well and anything they would like to be done differently.

The service had developed a supportive and inclusive approach to involve all carers and family members in the planning and delivery of care and support, where this is important to the person living in the care home.

Supporting legal documentation was in place to ensure people were protected and to uphold their rights.

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

People should be encouraged to participate in activities of daily living if they are able to and they choose to do so.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential' (HSCS 1.6)

This area for improvement was made on 26 January 2023.

Action taken since then

There was a homely and relaxed environment and people were able to join staff in the day to day life of Strathleven as they wished.

This area for improvement has been met.

Previous area for improvement 2

The provider should ensure that people are given opportunities to share their views and to be involved in decision making about their care and support. This should include evaluation of people's dining experience, activities and support from carers.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'my views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions.' (HSCS 2.11)

This area for improvement was made on 26 January 2023.

Action taken since then

People we spoke with all told us how approachable all staff were, from the manager down and could give any feedback at anytime. More structured methods including meetings and surveys, also took place throughout the year.

This area for improvement has been met.

Previous area for improvement 3

The manager should ensure staff have access to continued training appropriate to their role and apply their training in practice. This should include, but is not limited to, training in the safe

administration and storage of medication and the importance of maintaining accurate medication related records.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which state that 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).

This area for improvement was made on 9 July 2024.

Action taken since then

Medication training had taken place for staff, with competency checks in place. The manager carried out medication audits to ensure that people were receiving their medication as prescribed. Records we sampled evidenced this.

This area for improvement has been met.

Previous area for improvement 4

The provider should demonstrate that people who share bedrooms have their rights to choice promoted and protected. The provider was asked to consider plans for the longer term use of shared bedrooms and possible improvements to laundry facilities.

This ensures care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'As an adult living in a care home, I have my own bedroom that meets my needs but can choose to live with and share a bedroom with my partner, relative or close friend' (HSCS 5.26) and 'My environment is relaxed and free from avoidable and intrusive noise and smells' (HSCS 5.18).

This area for improvement was made on 18 July 2019.

Action taken since then

The provider had taken the decision to reduce the occupancy to 17, meaning that all rooms were now classed as single rooms. However, four of these may accommodate a couple if that was ever needed.

This area for improvement has been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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
2.4 Staff are 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
4.3 People can be connected and involved in the wider community	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

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