

# Annfield House Care Home Service

58 Annfield Gardens  
Stirling  
FK8 2BJ

Telephone: 01786 451 122

**Type of inspection:**  
Unannounced

**Completed on:**  
20 September 2024

**Service provided by:**  
HC-One Limited

**Service provider number:**  
SP2011011682

**Service no:**  
CS2011300632

## About the service

Annfield House Care Home is registered to provide a care home service to 50 older adults and is based within a small pleasant residential area of Stirling. The care home provider is HC-One Limited and the service has been registered with the Care Inspectorate since October 2011. The accommodation is provided over four floors of the building, including three bedrooms in the basement level of the home. Bedrooms are single and have en-suite facilities. There are a range of communal areas which can be used by residents and their visitors throughout the care home. There is a patio area with seating and tables to the rear of the building which is accessed from the dining room on the ground floor and there is a small parking area to the front of the building.

## About the inspection

This was an unannounced inspection which took place on 17 and 18 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:

- received feedback and spoke with 19 people using the service and 14 of their friends and family;
- spoke with 11 staff and management;
- observed practice and daily life;
- reviewed documents;
- received feedback from two visiting professionals.

**Key messages**

People were supported with respect and dignity and experienced warm relationships with staff.

People were proactively supported to maintain their health and wellbeing.

Because staffing levels were well assessed, staff had time to provide care and support with compassion and engage in meaningful conversations and interactions with people.

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 staff team?	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 experienced support with compassion because there were warm, encouraging relationships between staff and people living at Annfield House.

Staff interacted well with people and had time to sit and chat. People valued and enjoyed their time with staff and because of this, staff knew people well.

People had free and full access to drinks throughout the day and snacks were available at various times. People ate and drank well and recordings about this were kept up to date. Where people had unintentionally lost weight there was clear plan to support this including referral to appropriate healthcare specialists

When we asked people about the quality of the menu on offer, views were mixed but many people were keen to add that the chef was "very good but didn't always get a chance to show their skills" Despite this feedback, everyone ate well and enjoyed their meal and weight loss was minimal across the care home.

When needing support with medication, people could be confident that this was supported safely and followed good practice guidance. Initially we had some concerns about how topical medication was shared, however, this was resolved during the inspection and the management team were introducing a process to ensure that this was sustained.

The service had formed good relationships with external professionals and knew when to refer in order to best support people. This included a range of health professional including speech and language therapists, advanced nurse practitioner, physiotherapists, dietician, optician and dentist and management had a good overview of this additional clinical support.

Feedback from health and social care professionals was very positive about sharing responsibility, timeous escalation and approach to their visits.

The service was in the process of introducing stream-lined care plans in preparation for an electronic system of recording. We could see that staff had worked hard in this transition and saw that care plans were detailed about peoples preferences and wishes and were focussed on the outcomes that individuals would wish from their care and support.

## 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.

During the inspection we observed and spoke to staff and could see that staff enjoy working within the service. There were low level of staff sickness and minimal use of agency staff. When agency staff were used, they were usually well known. Retention of staff was at a high level and many staff had stayed with the service for a number of years and because of this, staff worked well together.

The service was using good practice guidance to support the assessment of staffing including a robust recruitment and induction process and a dependency tool to ensure that the right number of staff with the right skills are working at all times to meet people's needs.

This meant that staff had time to provide care and support with compassion and engage in meaningful conversations and interactions with people.

In addition to this, people's needs were regularly reassessed and staff evidenced that they knew people well. Staff were very visible on the floor and were seen to be responsive to people asking for assistance.

Training for staff related to meeting people's needs was refreshed regularly which ensured that staff were confident and had up to date knowledge to support people effectively.

## 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 help to give purpose to individuals' day and support their wellbeing, people should have opportunities to take part in meaningful engagement with others including staff. In doing so, there should be increased emphasis placed on engagement with people who choose (or are required) to remain in their own rooms, to help them live a meaningful and fulfilling life.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me'. (HSCS 1.19)

**This area for improvement was made on 14 September 2023.**

#### Action taken since then

We reviewed this area for improvement at this inspection. People told us that there was lots going on in the care home and there was always something to do. The service was able to provide written and photographic evidence of individual engagement for people who chose not to join the group activities and these individual events were mostly chosen by people themselves. Although we thought that some of the recording of outcomes could be improved, the service had met this area for improvement.

### 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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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