

# Atlantic View Care Home Care Home Service

Atlantic View Care Home  
Yeomanry Place  
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KA7 1LD

Telephone: 01292 439118

**Type of inspection:**  
Unannounced

**Completed on:**  
5 November 2024

**Service provided by:**  
Atlantic View care Home Limited

**Service provider number:**  
SP2022000071

**Service no:**  
CS2022000105

## About the service

Atlantic View Care Home is a four storey purpose built care home situated on Ayr sea front. It is registered to provide care for 50 people.

The accommodation comprises of 50 single bedrooms all of which have en-suite facilities. There are 14 bedrooms on the three upper floors and eight bedrooms on the ground floor.

Each of the floors have sitting and dining areas with sea views and there are multiple recreational areas such as a cinema , hairdressers, gym and café.

There are enclosed garden grounds to the front and a balcony on each floor.

There were 36 people living in the home at the time of inspection.

## About the inspection

This was an unannounced inspection which took place on 31 October ,1 and 2 November 2024 between the hours of 06:00 and 17:20 .Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with seven people using the service and three of their family and friends
- spoke with 21 staff and management
- observed practice and daily life
- reviewed documents
- reviewed 26 submitted questionnaires

## Key messages

- Staff used their knowledge of people to provide very good person centred care
- There were multiple high quality recreation areas
- The mealtime experience was sociable and pleasant
- Staff were motivated and worked well as a team

## 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?	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

We observed kind and respectful relationships between staff and people supported. The staff knew the people they were supporting well and used his information to offer very good person-centred support. People told us " Staff know everyone and take their time with you, they always ask you and give you a choice."

Mealtimes were a sociable and pleasant occasion with well-presented meals. The kitchen staff had the necessary information to accommodate people's needs and wishes. Any assistance was offered in a discreet and respectful manner. The service was tailored towards the needs of the people supported with the unit staff informing the kitchen when the next course was required which allowed for a relaxed atmosphere. People were offered both hot and cold drinks and top ups throughout the meal. The food on offered was freshly cooked and presented to a high standard. People told us " The food is very good."

We saw evidence of team working with external professionals to enhance people's outcomes. The outcomes of these visits were incorporated into the personal plans and relatives and family members were kept up to date. External professionals told us "I think they are doing a wonderful job, so many activities, outings and opportunities for social interaction."

There was a robust and person-centred medication process in place. The medication was stored in pods in peoples rooms which both promoted dignity and allowed people to be as involved as they were able to. This increased peoples sense of control .

There were a range of activities on offer which promoted the benefits of physical and mental well being as well as provided social interaction. Staff told us "We have the time to spend with residents and take our time ." This enhanced the care provided and peoples experiences . There had been an extension in activities provision to cover both evenings and weekends following feedback from people supported. There was a strength based approach to risk assessment which both promoted and supported people to maintain their independence.

All people supported were presented to a high standard in clean matching clothes as well as wearing make up and jewellery as per their wishes. The service had a hairdressing service and beauty facilities. This maintained peoples sense of identity.

## How good is our leadership?

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.

There was a structured quality assurance system in place. The audits and checks were completed with any actions feeding into the service improvement plan. This helped inform changes to improve peoples experience.

Any accidents and incidents were reviewed to ensure that the appropriate action had been taken and any lessons learned as appropriate. Falls analysis was completed monthly to allow the identification of any trends. PIR sensors were fitted in all of the rooms and could be operated from outside the room enabling discrete supervision of people at risk. This helped keep people safe.

The management team were responsive to feedback and a variety of meetings to obtain feedback from staff, people supported and friends and families had been held and actions taken as a result evidenced. Family members told us "I have complete confidence if I raised something would be dealt with." This means people feel heard.

The quality assurance team provided comprehensive support to the home management team. The hands on and proactive approach of the quality assurance manager helped ensure the multiple areas requiring monitoring were covered. There was a training tracker in place which allowed an overview of what staff had completed had outstanding. This ensured good oversight during the busy time of the home opening.

The weekly clinical review ensured that the management team had clear oversight of any changes to people's conditions or care needs. This also allowed for a more tailored assessment process for new residents and accurate reflection of the services ability to meet their needs. This allows for people to be supported in the appropriate unit for their needs and ensured the best outcomes for them.

## 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.

The manager had been able to recruit and develop a very good team of experienced and knowledgeable staff who have been good at working together as a team with common goals. Staff told us "We have a good atmosphere and a good team."

The home was cleaned to a high standard and a review of records demonstrated a comprehensive cleaning schedule. The housekeeper had relevant knowledge of infection control procedures. This helped to offer people a safe environment.

There was a safer staffing strategy which was incorporated into practice and included a daily review at the morning meeting. It covered any events such as admissions, outings as well as considering the skills mix and any absence. This ensured that people were supported by the appropriate number of staff to meet their needs. Staff told us "We have time to do any tasks required."

There was a comprehensive induction process in place with an accompanying booklet. Due to the entirely new staff group this could have been very challenging however there was an effective process in place to ensure that support was available and the process completed. Each staff member had a mentor and was able to complete supernumerary shifts in addition to training. This ensured that people were supported by appropriately skilled staff.

Staff champions had been introduced with relevant training being undertaken for each role. Staff reported feeling both supported and developed. Staff told us "The management team develop me and allow me to

use my skills." Two care coordinator roles had been introduced to support with staff competency assessments and training. This supported the ongoing development of the staff team.

Sampling of recruitment files demonstrated adherence to safer staffing guidelines. The probation review process was in place offering regular support and feedback to staff. There had been challenges due to the volume of staff recruited however, these had all been dealt with appropriately and all relevant notifications made. This helped to keep people safe.

Staff reported that they felt supported by the management team and welcomed a role where they felt they had time to offer support in an appropriate and unhurried manner. They reported sharing good practice from their varied backgrounds, a commitment to high standards and an appreciation of working in a purpose-built new environment. Staff told us " This is a great place to work the manager and deputy manager are so supportive."

## How good is our setting?

**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.

The care home is brand new and therefore has very good standard of accommodation.

The maintenance person has considerable experience of managing and maintaining the needs of the home and ensures any repairs are undertaken promptly. We saw very good records in place to ensure all necessary maintenance and regular servicing needs of the home are met. This was well organised and easy to hand. This helped to keep people safe.

The smaller units promoted a person-centred approach and provided multiple opportunities for engagement or time out. There was access to the gardens . People who were able to do so could access the nearby shops and facilities which are within walking distance. This increases peoples sense of well being

There are multiple quality facilities such as the private dining area, the cinema, café and multipurpose gym room. The kings fund audit had been completed and development of dementia friendly changes in the dementia unit would be encouraged . This helped people to engage in meaningful activities.

The spaces throughout the home have been furnished and zoned to make the best use of the areas and will continue to evolve as the service develops. The clean and comfortable lines help ensure that people feel at home in conjunction with their own possessions being displayed in their rooms. This gave people a sense of being included.

## How well is our care and support planned?

**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.

There is a comprehensive preadmission assessment process completed by the home manager or deputy

manager. The information is then loaded onto the electronic system prior to admission to inform staff of a persons needs and wishes. This helped people to feel valued and heard from their admission to the service.

There are a larger volume of personal plans requiring to be completed due to the ongoing admission process at this time. This had been considered and there were an increased number of nursing staff to enable the plans to be completed in a timely manner. This helped to keep people safe.

The plans sampled reflected the good level of staff knowledge with regards to the people supported. They were clear and covered peoples wishes as well as any support required. There was step by step guidance provided on how to support people displaying any distressed behaviours. The plans recorded what people were able to do for themselves as well as any support needs. This assisted staff to offer appropriate support to people.

Staff had access to the care planning documentation via electronic handsets which also allowed the real time recording of any support offered. This increased the reliability of the information as well as reduced the amount of time staff were required to spend away from the people supported.

## 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
4.1 People experience high quality facilities	5 - Very Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good



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