

# Buccleuch Care Centre Care Home Service

Bright Street  
Hawick  
TD9 0JF

Telephone: 01450 373 984

**Type of inspection:**  
Unannounced

**Completed on:**  
11 November 2024

**Service provided by:**  
St Philips Care Limited

**Service provider number:**  
SP2003003516

**Service no:**  
CS2003047709

## About the service

Buccleuch Care Centre is registered to provide a care service for up to 51 older people.

The service is owned and managed by St Philips Care Limited.

At the time of inspection, there were 51 people living in the home.

Buccleuch Care Centre is situated in a residential area of Hawick, close to bus routes and local shopping areas.

Buccleuch Care Centre consists of two separate buildings. The main office and kitchen are within St Margaret's House. The laundry is within Buccleuch House.

Buccleuch House can accommodate up to 21 people and St. Margaret's House 30 people.

Both buildings have two floors and provide accommodation for people in single bedrooms. There are communal sitting rooms and dining rooms in each building and gardens surround the centre.

## About the inspection

This was an unannounced which took place on 29 and 30 October 2024. Our visit was then followed by time examining evidence remotely. 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 people using the service and two of their relatives at our visit.
- spoke with staff and management and considered feedback of completed and returned questionnaires from supported people, relatives, staff and health and social care professionals.
- observed practice and daily life.
- reviewed documents.
- spoke with visiting professionals.

## Key messages

- Staff were warm, caring, respectful, motivated and knew people very well.
- Management had very good oversight of the home and of those living and working there.
- People's health and wellbeing was monitored well. Where concerns were identified referrals were made to appropriate professionals in a timely manner.
- We made two areas for improvement in relation to recruitment and care planning.

## 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?	4 - 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 made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

People experiencing care benefitted from kind and compassionate interactions with staff. Staff knew people well and displayed genuine warmth and care when offering support with dignity and respect. People were not rushed and were supported at a pace which suited them.

A supported person told us 'complex needs are met to a high degree' and a relative told us: 'I have full confidence that my loved one's wellbeing is top priority, they are treated as well as a family member, not just a resident, any change to health was immediately dealt with and taken seriously'.

Mealtimes were an enjoyable experience for those who came along to the dining room, where staff created a relaxed atmosphere. People were offered visual choices and, where required, assisted to eat their meal. Staff were observant and gently encouraged people to eat. Most people told us they enjoyed their food with one person saying they 'would like more choices'. We asked management to ensure, where people chose to eat their meal in their room, they are also offered an alternative if the meal choices are not to their liking.

Staff knew people well which meant they were able to identify any changes to a person's presentation and quickly refer to a health professional if required.

All health and wellbeing needs were monitored closely through recording of various daily charts and communication at daily meetings. Although these were generally recorded well, there were some gaps within oral care which could be improved. We made an area for improvement under key question five.

The home had good support links with external healthcare services including GP's, district nurses and social work teams. This proactive and collaborative working had led to a very positive outcome for one person which meant a reduction in their stress and distress.

Medication was being administered well and 'as required' (PRN) guidance gave very good information to guide staff to any alternative action prior to any administration.

People could be confident their health and wellbeing needs were being monitored well.

An activity coordinator (AC) had built good connections with local schools and people in the community who visited regularly to provide various forms of entertainment from exercise to musical afternoons. The AC split their time between Buccleuch and St Margaret's and encouraged people to join in various meaningful interactions.

People were relaxed and enjoyed the company of staff chatting and having fun as they went about their daily tasks.

We have advised all support workers complete a Scottish Social Services Council (SSSC) Open Badge on 'meaningful connections'. This will add to staff confidence and skills to ensure people are consistently supported to be active, engaged and stimulated throughout the day.

**How good is our leadership?****5 - Very Good**

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

A new management team worked well together and staff told us they felt listened to and supported. This culture resulted in a staff morale which was positive and an atmosphere which was warm for those living and working at Buccleuch Care Centre .

Various detailed audits were being analysed and quality assurance systems were in place. These systems, alongside a self evaluation tool, enabled management to continually learn and improve outcomes for people.

We reminded management to ensure dates are always recorded within any spreadsheet used to ensure information was reliable. The systems in place identified very good oversight of care and support being provided within the home.

One relative told us 'I have full confidence in the leadership of the home'.

Discussions held at daily flash meetings and within regular staff meetings supported the ongoing development of staff knowledge and skills.

Staff told us 'management were approachable and considered everyone in their decision making' and 'we've bonded well as a team and demonstrate good values'.

Management had a collaborative approach with other professionals to ensure the responsibility of planning and delivery of care and support was priority. One visiting professional told us 'the home are proactive in seeking input when needed from external agencies'.

**How good is our staff team?****4 - Good**

We made an evaluation of good for this key question. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

There were gaps within some recruitment paperwork and we made an area for improvement (AFI) to ensure people are confident their staff are employed safely and in line with safer recruitment guidance.

Newly recruited staff received good induction training and had opportunities for reflective discussions through observation and supervisions.

Staff completed a variety of training subjects which were relevant to their roles. Training records evidenced a good level of completion of courses, which were provided through e-learning and face to face.

Observations of staff practices had improved following a previous area for improvement. This included opportunities for reflection on their practice and meant people could be reassured staff skills were continually being monitored.

At the inspection visit there were sufficient staff on duty to meet people's needs. There was good forward planning of rotas with staff's individual skills taken into account when being deployed.

Staffing numbers were flexible and staff had time to meet people's care and support needs with compassion. Staff communicated well with each other and worked as a team. Staff we spoke with told us they felt supported by each other and management.

One relative told us: 'staff are relaxed and always having fun with people'.

## Areas for improvement

1. To ensure people are confident staff are recruited safely in line with 'Safer Recruitment Through Better Recruitment' guidance', the provider should ensure:

All checks are completed, evidenced and recorded accurately prior to newly recruited staff starting in post.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: I am confident that people who support and care for me have been appropriately and safely recruited. (HSCS 4.24)

## How good is our setting?

4 - Good

We made an evaluation of good for this key question. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

A programme of refreshing the communal areas around the home had commenced and both St Margaret's and Buccleuch were welcoming. People were relaxed in their home and bedrooms were personalised with people's own belongings.

A previous area for improvement to deep clean bedrooms had been actioned and rooms were clean and tidy. We advised management to continue to look at ways of encouraging individuals, where they frequently chose not to have their room deep cleaned, to ensure infection control and general cleanliness is maintained.

Maintenance checks of the fabric of the building, equipment used and cleanliness were in place and monitored well. Where areas are identified by external agencies for repair, these are actioned timeously. These checks meant people could be confident their home was safe to live in.

## How well is our care and support planned?

4 - Good

We made an evaluation of good for this key question. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

Care and support plans sampled held detailed, personal information and guidance to support the person well. Although information was good, at times it was not clear across the different sections of the plan. We made a new area for improvement (AFI) relating to oral care information being collated within it's own plan for all individuals.

Plans included good information on people's health conditions and medications, This meant staff had good knowledge of how a condition impacted on a person's health and wellbeing.

A relative told us: 'my loved one is treated like an individual whose likes and dislikes are known, where the care staff understand their condition.'

Plans were reviewed regularly and information recorded timeously. We advised management to ensure where information is updated, this is transferred across the different areas of the plan to maintain consistency and accuracy.

## Areas for improvement

1.

To ensure people are confident their oral care needs are being met well, the provider should:

- Review care plans to ensure oral care needs are identified in their own plan.
- Oral care plans have sufficient guidance for staff to follow including how to provide mouth care.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choice. (HSCS 1.15).

## 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 provide good outcomes for people experiencing care, the provider should ensure staff training is embedded in their practice.

Regular competency observations should be completed for all areas of staff practice and linked in to training, one to one supervisions and personal development.

This to include, but not limited to:

- Practical skills such as moving and assisting people well
- Communication skills
- Risk management and risk enablement of day to day tasks

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

'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 22 May 2023.**

#### Action taken since then

Competency observations of staff practices were taking place and there were opportunities for discussion and reflection at this time.

This area for improvement has been met.

#### Previous area for improvement 2

To ensure people experience their private room being well maintained, deep cleaning of rooms should be a regular occurrence.

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

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.24)

**This area for improvement was made on 22 May 2023.**

#### Action taken since then

New deep cleaning schedules were in place and being completed by a team of housekeeping staff.

This area for improvement has been met.



## 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
2.4 Staff are led well	5 - Very Good
How good is our staff team?	4 - Good
3.1 Staff have been recruited well	4 - Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	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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