

# Wyndwell Care Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
11 October 2024

**Service provided by:**  
Renaissance Care (No 2) Limited

**Service provider number:**  
SP2013012032

**Service no:**  
CS2015338664

## About the service

Wyndwell Care Home provides care and support for up to 31 older people. It is located in the coastal town of Peterhead, Aberdeenshire. The home is close to local amenities such as churches and shops.

## About the inspection

This follow up inspection focused on the requirements and areas for improvement made during the previous inspection and evaluated how the service has addressed these to improve outcomes for people. During the follow up inspection, we increased the evaluation for quality indicator 4.1 to good because the service had made progress by building on key strengths.

## Key messages

- The provider had made improvements to the environment. As a result people were living in a comfortable home.

## 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 good is our setting?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our setting?

4 - Good

We regraded this key question from adequate to good in response to the improvement that had been made since the last inspection.

The provider had made improvements to the environment. This included new furniture and redecoration. People were involved in choosing the new furniture which meant they felt involved in the deciding how their home looked. People and families told us how much they liked the new décor. This meant people benefitted from an environment which was welcoming and comfortable.

**See what the service has done to meet requirement 1.**

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By the 31st of August 2024, you must ensure people experience an environment which is well maintained. To do this you must ensure:

- a) There is a process in place to identify, plan, review and conduct maintenance and refurbishment of the care home environment.
- b) The premises, furnishing and equipment are clean and fit purpose.
- c) There are sufficient storage facilities.
- d) That dementia signage is visible when people are moving around the home.
- e) That the provider must enable people to access to all areas of the home independently and/or with support.

This is to comply with regulation 10 (2) (a) and (b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2022/210).

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

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

**This requirement was made on 29 May 2024.**

#### Action taken on previous requirement

The provider had redecorated the communal areas which had made the home bright and welcoming. New furniture had been bought which provided comfortable seating for people to use. The service had created an additional quiet room and sensory room, therefore people, families and friends had various options to spend

time with each other or if they preferred on their own. Improvements had been made to ensure there was dementia signage enabling people to move around the home. The service had improved the storage of items which meant the home looked tidy which improved the overall atmosphere of the home.

### Met - outwith timescales

## 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 improve the experiences of people living in the service, the provider should:

- a) Develop a dynamic and responsive plan to show aspiration, drive for improvement, and track how improvements are progressing and completed.
- b) Develop a process for recording all concerns and complaints received by the service, detailing any action and outcome.

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

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19)

**This area for improvement was made on 29 May 2024.**

#### Action taken since then

The manager had improved the recording of all concerns and complaints received by the service. This meant the service could track themes of concerns/complaints, action taken, thus improving people's care and support.

The service had made progress in developing the service improvement plan and we will review this at the next inspection.

#### Previous area for improvement 2

To ensure people are supported by the right number of staff, the service should continue to assess people's support needs, considering environmental factors, such as but not limited to, the layout of the building.

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

'I am confident that people respond promptly, including when I ask for help' (HSCS 3.17).

**This area for improvement was made on 29 May 2024.**

## Action taken since then

The service had increased the staffing on night duty to reflect the layout of the building. This meant people were being supported safely and responded to promptly when needed.

**This area of 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 good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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