

Bellfield Centre Care Home Service

Stirling Health and Care Village
Livilands
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FK8 2AU

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Type of inspection:
Unannounced

Completed on:
22 November 2024

Service provided by:
Stirling Council

Service provider number:
SP2003002689

Service no:
CS2018367283

About the service

This service has been registered with the Care Inspectorate since 23 November 2018. The service provider is Stirling Council.

The Bellfield Centre is part of the Stirling Health and Care Village. The village provides a campus of services which brings together a range of health, social care, community and voluntary organisations.

There are four suites in the centre that are registered with the Care Inspectorate - Argyle A, B, C and Castle. The purpose of these suites is to provide short term assessment with rehabilitation support for people on a short stay basis. These suites are led by social care teams. Support can be provided to up to 68 people. There were 52 people using the service at the time of our inspection.

About the inspection

This was an unannounced inspection which took place on 21 and 22 November 2023. The inspection was carried out by 1 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:

- spoke to 12 people using the service and received feedback from 20 of their family representatives;
- spoke with and received feedback from 38 staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with 3 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.

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 using the service. Staff interacted well with people and we saw and heard kind, respectful, care and support interactions. Staff had time to sit with people and chat and knew people well even though some people had only been in the service for a short time.

People had mixed views about the food where some said it was okay and others said it was not good, however, most people ate and drank well because staff made the mealtime relaxed where they were attentive and meals were served nicely with very discreet checking in. Staff were very knowledgeable about peoples dietary requirements, particularly with food fortification or when people needed specially modified meals.

People could be confident that when required, support to receive oral medication was managed safely. The service had recently experienced some medication errors and now had robust measures in place to reduce the risk of errors and improve practice across the staff group. When people received support with topical medication, it was not clear to see how this was applied and documentation about topical medication was confusing. We were confident with the service plans to address this when we discussed recording during the inspection and staff welcomed improvement plans to support them with topical medication.

Outcomes for people in relation to their health and wellbeing were positive because the service had developed very good relationships with health and social care colleagues and worked well together as a team. Feedback from other professionals was very positive about sharing responsibility, timeous escalation and staffs responsive approaches to their inputs.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the staffing arrangements and how these supported positive outcomes for people, therefore we evaluated this key question as very good. An evaluation of very good applies to performance that demonstrates major strengths and does not require significant adjustment.

Staff enjoyed working within the service and most of the staff said they felt well supported in their role. Staff said that short term absence in the service could be problematic, but despite this, the service had low use of agency staff. Retention of staff was at a high level and many staff had worked in the service for a number of years and had formed good relationships as a team. Because of this, staff worked well together and this supported improved outcomes for people.

The service was using good practice guidance to support the assessment of staffing numbers and skill mix, including a robust assessment of peoples needs through a dependency tool to ensure that staffing levels were correct.

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 throughout the inspection and were seen to be very responsive to people needing assistance.

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 reflect people's individual needs, rights, choices and wishes, the provider should ensure that personal plans are fully completed and regularly reviewed to direct care based on people's current situations. This should include, but is not limited to ensuring that:

- a) documentation is sufficiently detailed and reflects all the care planned or provided;
- b) people's care plans reflect their wishes and where appropriate, those of their representatives;
- c) personal plans include people's individual aspirations and outline the support that will be provided to help them to achieve this;
- d) care plans and daily recording is outcome focused, detailed and written in a person-centred manner, taking account of all the needs of people, not just health concerns.

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

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 3.07); and

'I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty.' (HSCS 3.08).

This area for improvement was made on 5 October 2023.

Action taken since then

We reviewed this area for improvement during this inspection. The service had undertaken work to improve the quality of care plans. In some plans we could see how personal information was gathered and then used to support the care planning process well. In other care plans there was no personal information gathered and therefore, although the plans were functional, they were task focused and did not reflect people's needs, wishes or aspirations.

In some cases the information about what people needed was scored out or written over and confusing. This needed further action and the service had already arranged enhanced support from elsewhere in the organisation to do this. We will continue to monitor and review this area for improvement at our next inspection.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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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