

Westerton Care Home Care Home Service

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Telephone: 01419 425 834

Type of inspection:
Unannounced

Completed on:
4 November 2024

Service provided by:
Westerton Care LLP

Service provider number:
SP2011011715

Service no:
CS2011303316

About the service

Westerton Care Home is a care home for older people located in Bearsden, East Dunbartonshire and is situated near to local amenities and transport. It is registered to provide care for up to 106 older people.

The care home is purpose-built, with six separate units located over three floors. Each unit has a communal lounge, dining areas and shared bathing facilities. All bedrooms within the service are single with en suite toilet and shower facilities.

There are pleasant outdoor areas within the care home grounds.

Located in the basement, are additional recreational facilities for people living in the home and their families to use. This includes a café, a cinema, a hairdressing salon, and a sensory room.

There is secure covered parking area for visitors to the care home located at basement level, to the rear of the building.

About the inspection

This was an unannounced inspection which took place on 4 November 2024. The inspection was carried out by an 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.

This was a follow up inspection. At our inspection in August 2023, we were concerned that the provider was not following safe recruitment procedures, particularly around obtaining references for job candidates.

We also made an area for improvement around maintenance of care equipment.

This inspection focussed on the progress made on the requirement and the area for improvement

In making our evaluations of the service we:

- spoke with staff and management
- reviewed documents.

Key messages

- The requirement was fully met.
- The area for improvement has been fully met.

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 staff team?	4 - Good
How good is our setting?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our staff team?

4 - Good

At our previous inspection we were not reassured that the provider followed safe practices in all aspects of recruiting staff. Their recruitment procedures were robust, but not always fully complied with. We were specifically concerned that professional or work references sent from personal email accounts were accepted.

We made a requirement on improving the recruitment process so people supported can be satisfied that staff have been safely recruited.

At this inspection we inspected recruitment files. We were satisfied that the recruitment process followed good practice. This included confirming applicants' identities and work histories. In addition, work and professional references were only accepted from organisations. We saw evidence of the provider, receiving references from personal email accounts and taking action to have these sent from work accounts.

Recruitment files were stored safely with only relevant staff having access.

The provider had developed processes to deal with situations when it would not be possible to complete all reasonable checks. For instance, companies no longer operating or named referees not responding to requests. We are satisfied, that if necessary, the provider would take additional actions to ensure safe recruitment.

This requirement has been met. Please see 'What the service has done to meet any areas for improvement we made at or since the last inspection.'

How good is our setting?

5 - Very Good

At our July 2023 inspection, we made an area of improvement on care equipment. Some equipment had not been inspected when scheduled to ensure they were safe and we found some were affected by rust.

During this inspection we inspected equipment used to help move people safely and support them when toileting, showering or bathing. We found all of these to be in good order. The provider had undertaken an inventory of all relevant equipment since our last inspection. They used this to plan and ensure specific equipment, for instance that used to help move people, was thoroughly checked every six-months.

Other equipment, like shower chairs, were subject to visual checks on a more regular basis and, when appropriate, repaired, refurbished or replaced.

The area improvement has been met. For more details see 'What the service has done to meet any areas for improvement we made at or since the last inspection' at the end of this report.

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

Requirements

Requirement 1

By 4 November 2024 the provider must ensure people can be confident staff who support and care for them had been appropriately and safely recruited.

In order to do so, the provider must ensure:

- a. The provider's organisational recruitment policy and procedures are compliant with current relevant legislation and reflect good, safe practice;
- b. There is a robust recruitment system in place which tracks recruitment tasks, including pre-employment checks;
- c. Recruitment records are kept and safely stored;
- d. A risk assessment is undertaken where organisational procedures are not being followed.

This is to comply with Regulation 9 (1) of the Social Care and Social Work (Requirements for Care Services) Regulation 2011 (SSI 2011/210).

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 who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This requirement was made on 1 August 2023.

Action taken on previous requirement

Provider had reviewed appointments made prior to our last inspection and taken actions to remedy any issues around references. They had reinforced the importance of following policy and processes.

Recruitment files inspected showed safe practice followed and appropriate action taken when required to maintain safe standards.

Met - within 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

In order to ensure people's wellbeing and safety, the provider should ensure that all care equipment is maintained to a satisfactory level and where scheduled inspections are required, these take place as planned.

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' (HSCS 5.24).

This area for improvement was made on 1 August 2024.

Action taken since then

Full inventory carried out. Equipment requiring regular checking now part of robust 6-monthly schedule. Other equipment monitored regularly.

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.

Detailed evaluations

How good is our staff team?	4 - Good
3.1 Staff have been recruited well	4 - Good
How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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