

St. Catherine's Care Home Care Home Service

68 Bannatyne Street
Lanark
ML11 7JS

Telephone: 01555 661671

Type of inspection:
Unannounced

Completed on:
11 December 2024

Service provided by:
The Daughters of Charity of St Vincent
De Paul CIO

Service provider number:
SP2023000488

Service no:
CS2024000141

About the service

St Catherine's Care Home re-registered with the Care Inspectorate on 29 April 2024 to provide care to a maximum of 10 older people. The Provider is The Daughters of The Charity Saint Vincent De Paul.

The accommodation includes individual bedrooms with en-suite facilities and a range of communal areas. The two-storey building has a lift to make level accessible.

People living within the service have an accessible chapel and daily service for meeting their spiritual needs.

The service has good public transport links, onsite parking and is near local amenities including shops.

The stated aim of the service is 'to provide a holistic approach to the physical and psychological, social and spiritual wellbeing of each service user and to care for each person as an individual in a safe and home like environment.

At the time of inspection there were 8 people using the service.

About the inspection

This was an unannounced inspection which took place on 10 and 11 December 2024. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included, registration information, information submitted by the service and intelligence gathered since re-registration of the service.

In making our evaluations of the service we:

- spoke with three people using the service
- for people unable to express their views, we observed interactions with staff and how they spent their time
- spoke with staff and management
- observed practice and daily life
- reviewed documentation
- communicated with two visiting professionals.

Key messages

- People benefitted from very good standards of care and support provided by a highly motivated and committed staff and management team.
- Feedback from people using the service indicated that they were very satisfied with the standards of support and care provided.
- On-going work should be carried out to ensure the environment meets people's current and future needs.
- The service should continue to build on the good work commenced with the transfer to electronic support plans and capture good outcomes achieved as a result of the care provided.

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.

People benefitted from staff forming positive, genuine and nurturing relationships. A very good balance was struck between supporting people and maximising each person's abilities. This helped maintain each person's level of independence.

This form of empowerment was welcomed through the comments we received from people who were supported. They shared how this contributed to them having positive day to day experiences.

Staff knew the needs and preferences of each person in detail. This shaped how they delivered supports.

People's health benefitted from regular monitoring with input sought appropriately from external professionals. External professionals were confident that staff were providing good standards of care.

The legal status of people was recorded meaning that staff were appropriately informed when decisions needed to be made around current and future interventions to keep people safe and well.

People benefitted from maintaining links with their local communities and engaged in activities which were regarded as being very important to them, for example meeting their spiritual and religious needs.

Feedback indicated that individuals enjoyed the activities offered with outings viewed to be enjoyable and stimulating.

Having the right medication at the right time is important for keeping people well. Medication administration and recording was carried out in line with best practice. People benefitted from staff using consistent approaches when they experienced any stress or distress reactions. This negated the need to use medication for this purpose.

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.

A suite of audits were in place to ensure people were kept safe and well.

The service worked in a spirit of collaboration using people's views to shape the on-going development of the service. Both formal and informal approaches had been used. People commented that the manager spent time with them over a cup of tea to hear their views. This feedback had shaped menu planning, activities and outings offered.

External audits had been completed and used to inform priorities and improvements. A service improvement plan had been developed, however, this should be more dynamic in reflecting specific progress throughout the year and clearly identify who had taken specific areas of work forward.

The service was at an early stage in developing their self-evaluation of the service but had established mechanisms to capture key areas of performance to shape the content.

There have been no complaints received by the service.

The management team demonstrated that they are responsive when adverse events occur and use this learning to take a "lessons learned" approach to help take the service forward.

Good work has been completed with the staff team to help them understand their role and responsibilities of contributing and facilitating ongoing improvement of the service.

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.

Dependency assessments were used to inform staffing levels and the skill mix of staff on each shift. This is an area that the management team should continue to monitor to ensure that opportunities remain the same for people.

Feedback indicated that staff are responsive and there were no significant delays in attending to each person's needs. We heard that there have been positive relationships established with staff:

"The staff are kind and respectful".

Staff demonstrated a very good value base with a prime focus on meeting the needs of people living within the service. There was appropriate staff deployment and good team working.

Staff training and development needs had been met meaning they had the right skills and knowledge when supporting people. Staff training had been supplemented with regular staff observations of practice. This helped ensure consistency of approach by staff which followed best practice guidance.

Staff shared that they received very good support from the management team, feel confident in contributing to staff meetings and can readily access the management for direction and guidance.

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 environment was cleaned to a very high standard. Staff had created a homely, calm and welcoming environment with little in the way of intrusive noises.

Bedrooms were spacious, contained personal effects and were well equipped which contributed to high standards of care being provided. The design of the building meant that it was accessible for people with restricted mobility and aspects of the design followed good practice guidance for people living with

dementia. This is an area the service should continue to build on.

The environment and layout offered people choice as to where they would like to spend their time. The design of the small lounges created a homely and comfortable environment of domestic proportions.

A range of environmental audits and checks were completed to ensure the building was in a good state of repair and minimise risks to people living and working there.

External contracts were in place for the servicing and maintenance of equipment in line with manufacturer's recommendations.

There were plentiful supplies of personal protective equipment (PPE) readily accessible for staff use. Staff were observed using the equipment appropriately which can help keep the people they support safe.

Whilst there were cleaning schedules in place which had been effective for maintaining standards these should be signed off as part of management oversight.

Individuals were supported to use the outdoor facilities by staff.

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.

Staff had taken time to get to know each individual and reflected each person's likes, dislikes and background information to shape the content of support plans. This meant that each support plan gave a strong sense of who individual is and what is important to them.

The service was in a transitional phase with changing to a new electronic support planning system. The health assessments in place helped informed associated support plans and provided information to guide staff practice when providing support. The service should continue to expand the use of robust support plan audits.

People had been routinely involved in the planning of care and also with care reviews.

The service should continue to build on capturing the good outcomes achieved as result of the care and support provided.

Anticipatory care plans were in place. These were informed by each person's wishes around their future care should their care needs change.

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 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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