

Stoneywood House & Villa Care Home Service

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Type of inspection:
Unannounced

Completed on:
21 November 2024

Service provided by:
Stoneywood Care Services Ltd

Service provider number:
SP2008010065

Service no:
CS2008185591

About the service

Stoneywood House and Villa is a care home service that registered with the Care Inspectorate in April 2011. It provides support to a maximum of 13 adults who have a learning disability and/or autism. The provider is Stoneywood Care Services Ltd, an independent care and support provider. The service is operated from two buildings at the same location; the house, which can accommodate up to eight people, and the villa, which accommodates five people.

The home is situated in a central area in the small town of Denny, which is within the Falkirk Council area.

Both buildings have bedrooms on each floor. All bedrooms have their own ensuite toilet and bathing facilities. Each building has its own kitchen, lounge, and dining facilities. There are outdoor seating areas that are accessible to people with limited mobility.

The service states its aim is to provide outcome-based support with "a focus on personal development, emotional support and stability, daily living skills, and to identify meaningful and purposeful activity whether it be leisure, educational or employment."

About the inspection

This was an unannounced inspection which took place on 19 to 21 November 2024. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, the setting, and planned care/support.

We confirmed that the service continued to provide a very good level of care and support. We know this because on this inspection we:

- spoke with seven people using the service, and one family member
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

Key messages

Legal assurances

We found the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place and a range of policies and procedures that promoted good outcomes for people. This meant that people were safe and protected from harm and could have confidence in the organisation providing their care and support.

Wellbeing

Staff worked within the guidelines of the Health and Social Care Standards. They had formed close professional relationships with the people they supported and evidenced that they knew them extremely well. This meant that they recognised changes in people's physical and emotional wellbeing and mental health and could use this knowledge to take appropriate and timely action to protect people from all forms of harm. We confirmed appropriate assessments and referrals were made and that staff worked with external professionals where necessary to promote positive outcomes for people.

Where people needed support with finances or with safeguarding their rights, very good policies and procedures were in place to guide staff. Records were well maintained, meaning people could be confident their money and valuables had been managed properly.

People were kept safe from the risk of infection as staff had the necessary training and competence in infection prevention and control. We saw the service had very good quality assurance processes which ensured the environment remained a very nice place to live. The environment was cosy and comfortable. People's bedrooms were their own personal space and were decorated in the way the person chose with their interests and preferences reflected.

Guidance to help staff manage medication was very clear, and as a result people were supported to take the right medication at the right time which promoted their safety and wellbeing. We could see that people's medication regimes were altered over time if required to reflect their changing needs.

People told us they were able to stay connected with those important to them, and to keep in touch with the local community. We saw people achieving outcomes that were individual and important to them. These included (but were not limited to) exercise classes, community education groups, days and meals/drinks outwith the service, stays with family and holidays. People met with their keyworker every month to discuss their lives. They discussed what was going well and where any challenges were. People were reminded of the complaints procedure at each keyworker meeting. They were encouraged to have respect for themselves and their rights and to say if there was anything they were not happy with so that staff could work to resolve this with them.

Staffing

People were kept safe because the service had effective recruitment practices in place with a very strong emphasis on value-based recruitment. The service had recently held a focus group which focused on how people were involved in the planning and implementation of their support with staff and whether organisational procedures supported this well or required to be amended. A further focus group is planned focusing on what qualities and skills supported people would like the staff to have.

There was a clear link between the needs of people using the service and the skills and experience of staff being recruited. As a result, feedback about the staff from people who used the service, and their relatives was very positive.

Staff told us there was a good induction and training programme at the home which supported them in their roles. Staff training records were up-to-date for essential training and staff received regular refresher sessions. This, along with the positive feedback we received about staff, assured us staff had the necessary skills, training, and competence to provide safe care. One person told us "Very well run service. Clients can choose how to live safely and happy in a place that promotes independence with additional support."

We observed good staffing levels during our inspection which staff told us was normal. They said this allowed them to spend quality time with people. This reassured us there were enough staff to meet their needs.

Regular meetings with people living in the service and good communication meant all staff were well informed of people's needs and care requirements. This supported good outcomes for people as care staff were available and observant to their needs. Staff told us that they were valued and treated with respect by the service. Their wellbeing was considered important and the service had procedures and protocols to ensure staff's wellbeing was considered and supported. One person told us "Supports staff and service users very well, great place to work, very friendly and approachable."

Complaints

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

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