

West Park Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
18 December 2024

Service provided by:
West Park Care Home Limited

Service provider number:
SP2016012740

Service no:
CS2016348139

About the service

West Park Care Home provides a care service to a maximum of 15 older people who may have dementia. The home is located on the outskirts of Galston. The building is a converted bungalow. The accommodation is all on one level and includes 13 bedrooms of which seven have en suite facilities and the remainder have sinks only. Out of the 13 bedrooms, two could currently be used for shared occupation. There is an assisted bathroom for communal use. The communal areas include a lounge and dining room with access to a secure garden area.

About the inspection

This was an unannounced inspection which took place from 12 to 17 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 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 with five people using the service and four of their family
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- The service provided people with a friendly, person-centred, compassionate, and homely atmosphere. This made people feel happy, secure, and included.
- The manager provided strong and supportive leadership. This meant that people enjoyed a consistent quality of care and that they felt confident in the leadership of the home.
- Staffing was well managed and focussed on people's needs and outcomes.
- Although small and not entirely purpose built, the service provided people with the facilities they needed and with a familiar, home-like environment that helped to make them feel at ease and secure.
- The service worked effectively with external health professionals to support people's physical and mental health needs.

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?	4 - Good
How good is our setting?	4 - 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.

We found that people living at West Park Care Home were happy with their care and support. People appreciated the warm and friendly atmosphere. The very good relationships between staff, residents and families supported a high standard of care, which was person-centred and compassionate. Several people we spoke to described the service as homely and "like a big family." This meant that people felt at ease, included, and valued. A resident told us "It is a wonderful place; the staff are so kind and thoughtful."

The service put a high value on supporting people's nutritional needs and their enjoyment of food and drink. People's nutritional needs were regularly assessed. Where necessary, staff worked with external professionals, such as GPs or dieticians to support people's nutritional and dietary needs. This supported people's health and physical wellbeing.

People felt that their ability to make choices about food was well supported. A resident said "I don't always have a lot of appetite, but they really do their best to give me choices. If I don't like what is on offer, then they always find something that I like instead." Staff knew people's likes and dislikes well and residents were involved in choosing meals for future menus. Mealtimes were unhurried and people were given appropriate choices for where they wanted to take their meals. This helped people to enjoy their food and supported their sense of comfort and wellbeing.

The service ensured that people had access to regular healthcare assessments, community healthcare and treatment from external professionals. A resident said, "I really feel fortunate to be so well supported to stay healthy." We spoke to a visiting healthcare professional who praised the home's pro-active and reliable practice when making referrals and when following up on agreed treatment plans. Families felt well informed and emphasised that staff communicated very well with them. A relative told us "As a family we are very happy with the healthcare. I can't speak highly enough of the staff."

We assessed the management of people's medication and found that it was safe and robust. We found that there were no specific protocols for medication prescribed to be taken 'as required.' We discussed this with the manager who put them in place during our inspection. 'As required' medication protocols are a useful tool, because they contain clear information about why and when the medication should be taken or offered.

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.

People living at West Park Care Home experienced good outcomes as a result of strong, clear and consistent leadership provided by the manager. Residents and relatives told us that they had a lot of confidence in how the home was managed and that their views were listened to and respected. Staff told us that they found the manager very approachable and supportive.

It was very positive to see that the service was very open to feedback and that improvement ideas were implemented effectively. This included contributions and improvement ideas from new staff members. As a result, people benefitted from an open culture that valued people's contributions and views in order to achieve good outcomes for people.

The manager had a very clear understanding of what the service did well and what could be improved. This was supported by various basic but effective quality assurance processes, such as regularly completed checklists and audits, as well as regularly completed care reviews. This helped the service to achieve consistently good standards of practice and to make improvements where necessary.

The service had an ongoing improvement plan in place. We discussed with the manager how this plan could be further improved by making it more dynamic and detailed.

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People we spoke to told us that they were very happy with the staff team at West Park Care Home. Residents and relatives found that staff had the right skills to meet their needs and that staffing numbers were sufficient. This meant that the management of staffing was safe and effective.

The manager was aware of the latest guidance for staffing in care homes and had started to develop new processes to further strengthen the assessment, planning and regular evaluation of staffing in the service. These change ideas still needed time to be fully implemented. To support this process, we have made an area for improvement (**see area for improvement 1**).

It was very positive to see that information about staffing and staff training was regularly shared with people, for example via a regularly updated notice board. This transparent approach helped to make people feel well informed and confident about staffing.

Staff were happy with their access to training and the quality of their training. The service had an ongoing training plan in place and the completion of planned training was monitored by the manager. Staff confirmed that they had regular opportunities to discuss their individual training needs during regular supervision meetings.

We assessed the recruitment processes for several recently employed staff members and found that recruitment was managed safely. This meant that people were protected, because the necessary checks and induction processes were completed before a new staff member was permanently employed. We discussed with the manager that the checklist for the safe recruitment process could be further improved by adding more detail and clearer information, such as completion dates. As a result, the manager developed an improved checklist before we completed the inspection.

Areas for improvement

1. To support the effective, evidence-based, outcome-focussed, and transparent assessment, planning, and evaluation of staffing, the provider should improve how this process is formalised and documented. This should include the documentation of the rationale for professional judgement decisions in relation to staffing.

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

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

How good is our setting?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People we spoke to were happy with the environment at West Park Care Home. Residents and relatives told us that the fact that the home was small and not entirely purpose built made it a familiar and homely environment. A resident said, "It feels much like your own home". We agreed with people's views and found that the environment, and the way it was used and maintained, contributed to good outcomes for people.

The communal areas and the kitchen were situated at the centre of the home. The lounge's proximity to the kitchen added to the homely feel as people could experience the familiar routines and aromas of food preparation and speak to the chef. As a result, the environment supported people's sense of comfort and inclusion and helped people to feel settled and at ease.

People were enabled to personalise their rooms, for example by bringing in their own furniture and decorating it with things that were meaningful and important to them. This gave people a sense of privacy and helped to make them feel acknowledged and respected as a unique individual.

The environment was clean, tidy, and well maintained. Regular maintenance checks and housekeeping tasks were carried out well and managed robustly. This supported people's health and wellbeing.

We made an area for improvement to support further improvement of the garden area (**see area for improvement 1**). Although the garden area was a useful space, it lacked features that stimulated interest and activities, such as growing food or flowers.

Areas for improvement

1. To support people's health and wellbeing, the provider should improve the garden to ensure that people have opportunities to get involved in activities such as growing food and flowers.

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

'The premises have been adapted, equipped and furnished to meet my needs and wishes'.

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.

People's care and support plans were complete, up -to date and person-centred. This meant that they were useful and informative documents that directed people's care based on their current needs, abilities, wishes, and choices.

There was clear evidence of people and their representatives being meaningfully and ongoingly involved in the planning and evaluation of their care. Six-monthly care reviews were carried out, but people also told us that they appreciated the fact that they could speak to staff and the manager at any time and that their wishes and views were listened to and acted upon.

People's personal risk assessments and documentation used to monitor their health, such as weight charts, were regularly completed. This helped to keep people safe and supported the effective cooperation with external health professionals.

We found that the regular evaluation of people's care plans and outcomes could be further improved and discussed options for how this could be achieved with the manager.

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 support people's health and wellbeing and improve the quality of their day, the provider should improve how they continually assess staffing numbers, skill mix and deployment.

The assessment of staffing should be centred on achieving good outcomes for people, be transparent and based on evidence drawn from quality assurance, feedback and clinical governance.

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

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 20 February 2023.

Action taken since then

The provider's management of staffing was focussed on people's needs and outcomes. The feedback we received from people about the number and skills of staff working in the service was positive. The provider shared basic staffing information with people via a noticeboard, such as rotas and training plans. The manager started to develop a needs-based staffing tool to support the evidence-based assessment and planning of staffing. However, we found that further improvements to transparent and evidence-based staffing could be made to bring the service fully in line with current good practice guidance.

This area for improvement will therefore be restated in slightly altered form under the key question 'How good is our staff team?'

This area for improvement was not met.

Previous area for improvement 2

To minimise the risks to people's health through cross infection and to promote safe working practices, the provider should improve and increase storage facilities. This should include, but is not limited to, removing the storage area in the laundry, clear physical separation of clean and dirty storage areas and ensuring that the hand washing sink in the sluice is not used for washing commode pots or the disposal of waste water.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My environment is secure and safe' (HSCS 5.17).

This area for improvement was made on 20 February 2023.

Action taken since then

The provider made several improvements since the previous inspection. This included improvements to the existing storage facilities and adding additional storage facilities outside the home. This meant that the storage areas had a clearer purpose and were kept more tidy. This helped to promote safe infection prevention and control practice in the service. Some work was still required to improve the storage facilities in the laundry area. We discussed this with the provider who put immediate plans in place.

This area for improvement was 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 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?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - 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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