

# Adams House Care Home Service

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Elderslie  
Johnstone  
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Telephone: 01505 337 322

**Type of inspection:**  
Unannounced

**Completed on:**  
5 December 2024

**Service provided by:**  
Church of Scotland Trading as  
Crossreach

**Service provider number:**  
SP2004005785

**Service no:**  
CS2003001274

## About the service

Adams House Care Home is situated within the Elderslie area of Renfrewshire, and is owned and managed by Crossreach. The service provides 24 hour care for up to 30 people living with Dementia. At the time of the inspection, 30 people were living in the home. The service has accommodation for residents on the ground and first floors with rooms having en-suite toilet and handwashing facilities. Communal areas including dining room and lounges are on the ground floor. Residents have easy access to two enclosed patio areas. Parking is available on site.

## About the inspection

On 11 April 2024 we inspected this service and made three requirements. We followed up on these requirements on 22 August 2024 reporting that two requirements had been met. The provider required more time to address a third requirement about staffing and we extended the time frame.

This was an unannounced follow up inspection which took place on 5 December 2024 between 09:45 and 14:30. 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, information from registration and complaints, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with four people using the service and three of their family/friends;
- spoke with six staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with two visiting professionals.

## Key messages

Improvement was evident and the outstanding requirement was met. As a result peoples needs were being met more effectively.

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

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### Requirements

#### Requirement 1

By the 31 July 2024, the provider must, ensure that people's care and support needs are met effectively by ensuring staffing arrangements are right. As a minimum, the provider must:

- a) assess people's needs regularly and use this to determine staffing levels over seven days including evenings, weekends and nights;
- b) ensure that there are appropriate staff numbers and that these are deployed to fully meet the health, welfare and safety needs of people;
- c) offer levels of support whilst the staffing position is improved.

This is in order to comply with section 7(1)(a) of the Health and Care (Staffing) (Scotland) Act 2019.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My needs are met by the right number of people' (HSCS 3.15).

**This requirement was made on 11 April 2024.**

#### Action taken on previous requirement

The service was continuing to assess people's needs regularly and this was reflected within the rotas. We shared the staffing method developed by the care inspectorate as guidance to supplement the dependency tool and continue to support the service to develop good practice.

A number of rotas were sampled. There was much less reliance on agency staff and the agency staff being used were regular staff that knew people well. We observed that sufficient numbers of staff were working in the service. People told us there were enough staff available to support them. There were still staffing challenges at the weekends but the service was addressing this by using regular relief staff to cover short term sickness absence.

Most vacancies had been filled and there was one senior post still vacant. Two staff were undertaking additional training alongside completing their Scottish Vocational Qualifications (SVQ) training. This meant the service was forward planning to ensure sufficient cover for senior roles.

The service were deploying staff into different teams with a focus on an improved skills mix. The senior staff were good at sharing what was working well. Staff were being asked to provide feedback about rotas which contributed to more effective staff deployment to better meet the health, welfare and safety needs of people using the service.

Staff told us that they were much happier and felt valued and the staffing, whilst not perfect was a different situation from before. People told us that they do have confidence that staff are available if needed and that staff are kind and well trained. People told us that staff come when they need them and if they call them.

While staff felt that further improvements could be made, they were confident that leaders were working hard to employ and retain staff. We were also told that leaders were proactive when people complained about agency staff and these staff did not return to the service. This meant people had a say in who supported them.

Relatives told us that staffing was better than before which makes a difference to their loved ones. One relative gave a 5/5 for the service being provided to their loved one and said their confidence in the service had increased in part due to better, more stable staffing levels.

**Met - within timescales**

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

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