

Wade Centre (Care Home) Care Home Service

Spey Street
Kingussie
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Telephone: 01540 661 863

Type of inspection:
Unannounced

Completed on:
30 January 2025

Service provided by:
NHS Highland

Service provider number:
SP2012011802

Service no:
CS2012307290

About the service

The Wade Centre (Care Home) is registered to provide a care service to a maximum of 11 older people. A maximum of two of these places may be used for respite care.

The Wade Centre (Care Home) is a single storey, purpose-built care home. There is a communal sitting area and some smaller, more private spaces residents can use. There is an attractive garden that is easily accessible to residents. The bedrooms are en-suite and have doors leading out to patio areas. The service is situated in a quiet residential area of Kingussie. It has easy access to a range of nearby community resources and facilities.

About the inspection

This was an unannounced inspection, which took place on 29 and 30 January 2025. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for this 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 a number of people using the service and their relatives;
- spoke with a number staff and management;
- considered a number of returned questionnaires from staff, relatives, residents and partnership agencies;
- observed practice and daily life;
- reviewed documents; and
- spoke with two visiting professionals.

Key messages

People were very happy living in the Wade Centre (Care Home) and spoke highly of the support they received from staff.

Staff were kind, caring and competent in their roles.

Families spoke highly of the care their loved ones received and felt re-assured their relatives were well looked after.

Staff understood the importance of promoting good health and ensuring people's health needs were met to a high standard.

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 staff team?	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 have evaluated the service as very good for this key question. This applies to performance that demonstrates major strengths in supporting positive outcomes for people.

The independence and well-being of people were promoted through holistic and person-centred assessments. Staff worked positively alongside community nurses, social work and doctors when anticipating health needs. Professionals told us there were good working relationships and that staff sought and followed health advice at the appropriate times. This meant health concerns for people were identified quickly and treated effectively. One health professional told us "It is evident when entering the facility that residents are well looked after and they are cared for in a warm and welcoming environment. Staff are professional and helpful."

We observed staff sensitively supporting people to be independent, mobile and active according to choice and ability. This way of working promotes physical, mental and emotional well-being.

Medication was managed safely as there were robust medication systems in place. Staff were good at talking to people if they were worried about their medication. This meant people were informed and understood the importance of taking certain medications. Some of the feedback we received included:

"The staff contact us if any concerns and are very proactive and 'on the ball'." (professional)

"The management team have a good rapport with GPs and there are meetings every day to ensure we have health updates on people living in the care home." (professional).

"The staff are vigilant with any issue they would like nurse to see. We have no concerns re the way they keep people's skin healthy." (professional).

Guardians and family members were consulted and involved in their loved ones' health care decisions. Families were reassured that staff kept them up to date with changes in loved ones' health. They were very complimentary about the care their loved ones received. Some of the comments we received included:

"My relative is receiving first class care and support, every aspect is person-centred."

"Staff are observant of my loved one's mood and health issues and respond quickly to prevent deterioration in her wellbeing."

People enjoyed meals in a relaxed and friendly setting. Food was appetising and well presented. Snacks were available throughout the building, including fruit and juices, for between meals. This promoted a healthy lifestyle for people.

Relatives had suggested providing information, such as name badges with a photograph would be helpful, as it would let them know what staff were working that day. We would encourage the manager to implement this.

How good is our staff team?

5 - Very Good

We have evaluated the service as very good for this key question. This applies to performance that demonstrates major strengths in supporting positive outcomes for people.

There was an effective process for assessing how many staff hours were needed. Although no formal staffing tool was in use, it was clear the manager knew how many staff were required to meet people's needs to a high standard. The duty rota showed planned staffing numbers were consistently met. The manager gave examples of when they had used professional judgement to increase staffing levels to ensure people were safe. Staff, people, and their visitors felt staffing levels were appropriate.

People benefited from a warm atmosphere because staff worked well together. Staff helped each other in a flexible and responsive way, ensuring people's needs were met in a person centred manner. Staff were motivated to do their best for people. Staff had time to support people in an unhurried manner. Staff focused on maintaining and promoting people's independence.

There were systems in place to check staff were competent and confident when they were supporting people. This included a variety of training opportunities, and the promotion and ongoing discussion of value based practice. Communication within the team was very good. Information was passed on and care and support matters were discussed to ensure people were getting the right care.

Staff reported that management were supportive, approachable, on hand and had good insight into people's care needs and wishes. This promoted person centred, safe care for people.

Some of the comments from people we spoke with included:

"The staff are great as they have a good sense of humour, I can have a laugh with them, they are good at listening and supporting me to be independent."

"There are always plenty of staff on shift and they are easy to get hold of."

"The team work well together and are able to use this to assist enriching the lives of our residents, we have a very dynamic adapting team." (staff).

"At the risk of sounding trite, I believe the Wade Centre, under its present leadership, shows an example in people centred care." (staff).

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 promote people's health and well being, all people should have a skin integrity care plan stating what actions staff should be taking to promote healthy skin. Staff should be evidencing that they are following, evaluating and reviewing this.

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 based on relevant evidence, guidance and best practice.' (HSCS 4.11).

This area for improvement was made on 21 November 2023.

Action taken since then

The area for improvement has been met. Comprehensive documentation was in place relating to promoting healthy skin. Staff were following this, and working closely with partnership agencies to ensure they were following best practice.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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