

18 West Park Care Home Service

Inverbervie
Montrose
DD10 0TT

Telephone: 01561 361 525

Type of inspection:
Unannounced

Completed on:
24 February 2025

Service provided by:
Cornerstone Community Care

Service provider number:
SP2003000013

Service no:
CS2003000278

About the service

The care home operates in a spacious domestic standard accommodation situated in a quiet residential area in the north east coastal town of Inverbervie. It provides support to four adults with a learning disability and associated conditions.

The service states that it aims to encourage people to become as independent as possible and to encourage active participation, through informed choice and by treating people as individuals.

About the inspection

This was an unannounced inspection which took place on 19 February 2025. 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 three people using the service and received feedback from two family members
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- 18 West Park is a warm and welcoming home for people.
- People were happy and fully involved in planning their days.
- Staff were kind, caring and knowledgeable about people's needs.
- Staffing had improved and staff were working well together.
- The frequency of planned supervision could improve.

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?	4 - 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.

There was a warm and welcoming atmosphere in the home as people were getting ready for the day. Staff supported people discretely with personal care maintaining people's dignity throughout.

People were supported to express their views in a manner that was appropriate for them. Some people could express themselves freely with minimal support whilst others used pictures, photos and some Makaton signs to ensure they were consulted, involved and that their views were respected. During this inspection, we observed staff supporting someone to provide feedback about their care and support in order to contribute to the inspection. Staff were encouraging and respectful which helped to make sure the individual's views were reflected.

People should be fully involved in planning and reviewing their care and support. We saw that there were records of formal reviews of care and support. Minutes of discussions were informative and included the views of family members. It was positive to see that feedback was used to inform overall service developments and improvements. This meant people had a say about their support and what happened in their home.

People's health and wellbeing benefited from access to a range of community healthcare professionals. Staff knew people well and recognised when referrals to other agencies were required to help ensure good mental and emotional wellbeing. Family members told us: "The needs of our relative are being met" and "Staff attend promptly to their medical needs".

We saw that appropriate advice was sought in relation to aids and equipment to help people stay active and promote their independence whilst keeping them safe, for example referrals to occupational therapists.

People should have as much control as possible over their medication and benefit from a robust medication management system which adheres to good practice guidance. People's medication was regularly reviewed to ensure it met their identified health needs. There was good oversight in this area to help ensure that documentation was clear and reflected good practice. This helped to ensure people received their medication as it was prescribed.

People were consulted about menus and meal choices. There was good information about people's likes and dislikes and choices were always available.

People were supported to participate in daily routines which supported a feeling of belonging for people. Appropriate risk assessments were in place to help keep people safe whilst recognising the benefit of active support encouraging and maintaining independence where possible.

People enjoyed a range of activities and opportunities to increase their social networks. Some concern and frustration was raised around a change in transport options which people felt impacted on opportunities. The staff team need to consider how they can overcome any potential barriers for people to help ensure that people continue to enjoy the things they are used to doing.

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.

It was positive to hear staff talk about an improvement in staffing since the last inspection. Comments included: "Staffing is better" and "We have a good team and more consistent pool of relief staff". This helped to ensure that people living in the home received more consistent care and support.

It was also important that staff felt well-supported by their colleagues. Staff were working well together and the team was flexible to meet changing needs or demands within the home and within the staff team. This contributed to the warm and welcoming atmosphere in the home.

Staffing arrangements allowed for more than just support to meet people's basic needs. It was accepted and expected that people could have full social lives and access to a range of activities and opportunities.

We observed that staff demonstrated the principles of the Health and Social Care Standards and were encouraging people to express their views and make choices about their days. Staff were led by individuals and provided support at an appropriate pace.

The Health and Care (Staffing) (Scotland) Act 2019 was effective as of 1 April 2024. It was positive to see that learning modules had been introduced and staff were directed to learning modules. This would help staff to understand the act and how it impacts on them as a team.

The manager should consider how information and feedback from staff and other stakeholders is gathered, and how it is used to help review and influence staffing arrangements across the service.

Staff should have opportunities to contribute to the overall quality of the service and know they play an important role in building a staff team. We saw from minutes of staff meetings that information was shared with the staff team about the outcome from audits and checks and any action plans resulting. Feedback from families and stakeholders was also shared and we saw a clear link with the service improvement plan.

Formal staff supervision was not as frequent as it should. Regular supervision is an important process for supporting staff in their roles and helps to improve outcomes for people. Staff did, however, tell us that this was improving and they felt well-supported.

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

In order to ensure people's needs are met, the provider should ensure that people have personal plans that describe what support they require and how this will be provided.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

This area for improvement was made on 20 March 2024.

Action taken since then

People had personal plans that described the support they required and wanted. There was clear information about what was important to people, what made them happy or unhappy and how they liked to spend their time.

This area for improvement has been met.

Previous area for improvement 2

In order to ensure people's needs are met, the manager should ensure that there are sufficient numbers of staff available at all times.

This is to ensure that 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 area for improvement was made on 20 March 2024.

Action taken since then

Staffing arrangements had improved since our last inspection. Staff described the team as more stable with a good consistent pool of relief staff to call on. We were satisfied that there was sufficient staffing to meet people's needs.

This area for improvement has been 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 staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

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