

## Ardseileach Care Home Service

Macdonald Road  
Stornoway  
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Telephone: 01851 822 752

**Type of inspection:**  
Unannounced

**Completed on:**  
12 February 2025

**Service provided by:**  
Comhairle Nan Eilean Siar

**Service provider number:**  
SP2003002104

**Service no:**  
CS2003009706

## About the service

Ardeileach is a care home in Stornoway for up to 12 people with learning disabilities. It can offer three of those places for respite or emergency care and support.

The care home has attractive facilities and en-suite rooms for people

## About the inspection

This was an unannounced inspection which took place on 10 and 11 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 and spent time with eight people using the service and spoke with two family members
- Spoke with five staff and management
- Observed practice and daily life
- Reviewed documents and received feedback forms
- Spoke with visiting professionals

## Key messages

- People were comfortable and enjoyed living Ardseileach
- The atmosphere in their home was relaxed and welcoming
- People benefitted from their care and support
- People kept up with family members or others who were important to them
- People kept active in their homes or out in their local community
- Staff had formed very good relationships with people
- Management and senior team were available, supportive and very much in touch with what was happening for people and staff
- Some improvements to staff support can still be made

## 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?	4 - 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?

4 - Good

We evaluated this area for support as good. There were a number of strengths and these clearly outweighed any areas for improvement. However, the areas that could still be improved when achieved will help people in achieving their best outcomes and wellbeing.

People experienced respect at this service. Staff were attentive to people's wishes and wellbeing, and understood they were supporting people to help them make their own choices and decisions, whenever possible. Support plans were written in person centred ways and people were listened to.

Family members said they found staff and management to be welcoming and supportive. Communication was good, they were kept informed of any important events or information they needed to know. Staff came across as having people's interests and wishes at the forefront of their minds. People can trust the service is responsive to their needs and wishes.

People had active weeks and that could involve doing things within their care home or out in the local community attending events, going for lunch or visiting family for example. The service knew what was important to people, their likes and dislikes and made sure the support provided matched. People got the most out of their days and weeks.

Family and contact with other significant people for individuals was well supported. The importance of these relationships was understood. People maintained their connections in ways that suited them.

People's health and wellbeing was supported well. Staff noticed changes to a person as they had got to know them. Routine monitoring checks staff that staff undertook also helped in this regard. All of which focused on the aim of people staying well and being in good spirits.

The service worked effectively with local health and social care partners, such as local learning disability nurses and social workers. The service was responsive to any physical health concerns for a person and made sure a person was able to get the right care and support when needed from GPs or hospital. People also received their health screening checks when required and these could be related to their age or specific health conditions. People were supported to keep safe and well.

The service had in place monitoring and auditing processes. These covered a range of areas from how clean the care home to was people's medication support being recorded accurately. For the most part, audits and checks were effective in making sure everything was okay and done to a high standard. This helped ensure people were safe and well.

Some areas of support provision had fallen behind. A significant one was that people were not consistently receiving their six monthly reviewing meetings. These meetings were one way of making sure all was okay and checking whether any changes to a person's support was needed. Sometimes the gap between reviews was eight or more months. With improvement in staff levels now we are confident the service will achieve more regular, timely reviews for people. People should get suitable opportunities to discuss their needs and wishes.

Where a matter could be a concern for a person, the service would often complete a risk assessment and detail the steps that should be taken to reduce any risk. There was a staff signing sheet for them to record they'd read and understood the risk assessment. Often this was not signed by all staff. In addition some daily recording for people's support was not happening and this included matters like water temperature and people's dental/oral care. Gaps in this recording was not reassuring. Management need to address this as people cannot be fully confident that all the steps to ensure their support was just right for them were being taken. See Area for Improvement 1.

We also discussed that staff guidance for each person's 'as required' medication (medication only required sometimes) whilst satisfactory could have more detail as this would assist staff to be very clear when it would be suitable for people to have their 'as required' medication. This will assist consistent staff practice and support for people.

### Areas for improvement

1. To promote the best outcomes for people, the provider should make sure that health monitoring charts and records are well recorded. Staff should be supported to do this well and management should have suitable oversight so as to be able to address any concerns when necessary.

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11)

### How good is our staff team?

**5 - Very Good**

We evaluated the staff team as very good. This meant major strengths in most areas of staff performance with only a few areas to improve in.

There had been a concerted efforts by the management team to improve staff levels and achieve more stability in staff numbers. Recruitment over the last 6 to 12 months has been steady and effective. People can expect to have a staff team that they know well and are comfortable with.

Staff were recruited following appropriate processes. Checks were undertaken. New staff were given an effective induction and were able to settle in and find their feet before being given more responsibilities. This helped new staff build their confidence and knowledge. People can be reassured new staff get good support and are suitable for providing their care and support.

Staff were motivated to provide a high standard of care and support to people. They understood what this meant and their role in enabling people, promoting people's independence and abilities whenever suitable. We observed staff had a relaxed manner, went at people's pace and that people supported got on well with them. Staff knew the balance between promoting choice and wishes and providing support. People were supported by insightful staff members and this helped people to keep safe, well and be happy.

Staff were able to access suitable training. Their knowledge and skills were improved by this and it meant they could support people to a high standard. Good training equipped staff and helped them to think carefully and with consideration about people's health and wellbeing. People were comfortable with and liked their staff members. Family members also reported favourably on staff and their manner.

Some comments were:

- 'All the staff are nice'
- 'Absolutely no concerns'

Staff members consistently reported that team work and flexibility was good and this benefitted people's care and support. They also said they felt well supported by senior staff and the manager. Supervision happened regularly and generally they could always raise matters and expected them to be taken seriously. Seniors and the manager were very approachable and definitely in touch with what was going on for people. Positive team relationships led to better outcomes for people.

Staff were listened to and an example in recent months was rota changes. This was done in response to staff requests. The manager listened and carefully considered what would be practical and at the same time ensuring the quality of people's care and support as good as it was or better. There was still an understanding that this was being trialled and trying to meet different staff member's wishes was important. Staff being listened to impacts positively on their morale. A motivated staff is good for people's support.

There were still areas for the manager to pay attention to such as training records not being fully up to date due to previous information technology difficulties and rota changes having some reported impact on handover meetings.

## 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, the provider should ensure that infection prevention and control practice in the service is as good as it can be. Staff should be given further support for this so as to maintain high standards and to help minimise infection risk in the care home. Further quality assurance activity and support by management should be undertaken to promote this.

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

**This area for improvement was made on 29 August 2022.**

#### Action taken since then

This was met. We noted that the care home environment was being kept to a high standard. Daily cleaning routines were in place. Staff were supported to understand infection risks and were given guidance on how to minimise these risks in the care home. The care home had suitable supplies of personal protective equipment (PPE) and disinfection solutions for carrying out both care support for people and the cleaning of the care setting.

#### Previous area for improvement 2

To promote the best outcomes for people, the provider should make sure that health monitoring charts and records are well recorded. Staff should be supported to do this well and management should have suitable oversight so as to be able to address any concerns when necessary.

This is in order to ensure that care and support is consistent with Health and Social Care Standards 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 29 August 2022.**

#### Action taken since then

This was not met. Whilst there was good evidence showing people were supported well, some of the recording and checks that aid this were not being done consistently and this posed a risk for people. We have repeated this area for improvement – see under key question 1, 'How well do we support people's wellbeing?'

## 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).



## Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - 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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