

Crofthead House Nursing Home Care Home Service

Eastfield Road
Fauldhouse
Bathgate
EH47 9EF

Telephone: 01501 770 402

Type of inspection:
Unannounced

Completed on:
28 February 2025

Service provided by:
Croftwise Care Ltd

Service provider number:
SP2014012283

Service no:
CS2014325018

About the service

Crofthead House Nursing Home is located in the village of Fauldhouse, West Lothian. It was previously the village school and is at the heart of the local community.

The home is set out across three levels within the main building and an additional unit which has a separate access is also linked by a corridor from the main building. There are shared lounges and private spaces throughout the home for people to use.

Crofthead House Nursing Home has been registered with the Care Inspectorate since 2014 and is registered to provide a care service to a maximum of 57 older people. Within the maximum 57 places, one may be provided for a named individual under the age of 65. The provider is Croftwise Care Ltd.

About the inspection

This was an unannounced inspection which took place on 25, 26 and 27 February 2025. The inspection was carried out by two inspectors 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 14 people using the service and six of their relatives, and received feedback via our survey from 13 people and 29 relatives
- spoke with 17 staff and management, and received feedback via our survey from 24 staff
- observed practice and daily life
- reviewed documents
- received feedback from three professionals involved with people supported by the service.

Key messages

- People experienced care and support with compassion because there were warm, encouraging, positive relationships between staff and people living in Crofthead.
- Staff knew people well and understood what was important to people, encouraging them to build on their strengths and interests.
- Staff worked well together and spent as much time as possible engaging meaningfully with people.
- Staff told us they felt valued and very well supported by senior staff and the management team.

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 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 experienced care and support with compassion because there were warm, encouraging, positive relationships between staff and people living in Crofthead. Staff knew people well and understood what was important to people, encouraging them to build on their strengths and interests. This supported people to achieve their individual outcomes as well as feeling involved in future plans for the home. One person was very involved with plans for the garden and another told us she had been supported and encouraged by staff to take up knitting again, after believing she was no longer able to do this. People told us, "The staff are great", "I am asked what I like to do", and "Management ask if I am happy." Most relatives told us they were very happy with the care and support provided to people and one relative said, "The care and support given to residents and families is excellent."

People who were able to were encouraged to move freely around the home. Social bonds were strengthened because the support they received enabled people to build and maintain meaningful relationships with others both within and outside of the care home. There were opportunities to connect with and contribute to the local community, including visits from local nursery and school children and involvement in community events.

We discussed with the management team ways to improve meaningful activity for those who were not able or did not wish to take part in activities with others. The management team had plans to ensure that what was important to people corresponded with opportunities to engage in activity which was meaningful to them.

People's rights were respected and support was personalised and outcome focused. People's wellbeing and sense of worth was enhanced by staff who were knowledgeable about and valued diversity. Where people's behaviour may be seen as challenging to others, staff provided sensitive support to reduce the impact.

Where relevant, people, their families and professionals, were involved in a holistic assessment of their needs in a meaningful way. This informed the care and support people experienced. Where there were identified changes to people's support needs, appropriate measures were taken to address these. Relatives told us that relevant health professionals were involved whenever this was appropriate and most relatives said that they were kept well-informed.

People experienced high quality care and support as result of strong multi-agency partnerships. Professionals told us that the home worked collaboratively with them to ensure the best outcomes for people.

People benefitted from a comprehensive holistic health assessment, screening, and care and support based on good practice and evidence-based guidance. There was a robust medication management system which adhered to good practice guidance. People's medication was regularly reviewed to ensure it continued to meet their identified health needs. This meant that people experienced care and treatments which were safe, effective and in line with their wishes and choices.

The service promoted a person-centred approach to managing and preventing falls and fractures. This

meant that people's wellbeing, mobility and confidence were enhanced.

Palliative and end of life care was managed in line with the person and their family's needs and wishes. The principles of care at this time in life were anticipated and plans were agreed and in place to provide high quality comfort, care and support.

People's wellbeing benefitted from an approach that enabled a healthy attitude to food and drink. Staff shared information appropriately when they observed changes in people's eating and drinking and there was a system in place to ensure regular access to drinks, meals and snacks, and support for people who needed assistance to eat and drink. People benefitted from access to a tasty, varied and well-balanced diet. They could choose from a variety of meals, snacks and drinks which reflected their needs and preferences. People enjoyed their meals in an unhurried, relaxed atmosphere and told us they enjoyed the food.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the staffing within Crofthead, how well staff work together and how this supported positive outcomes for people, therefore we evaluated this key question as very good.

People could be confident that staff were recruited in a way which had been informed by all aspects of safer recruitment guidance, including a strong emphasis on values-based recruitment. The process was well-organised and documented, and followed consistently.

Induction and training were thorough and had been developed to enable staff to support the needs and outcomes of people living in Crofthead. There was a clear plan as to what was included and how this would be delivered with sufficient time to ensure that staff could understand all the information they were given and what was expected of them.

People living in Crofthead benefitted from a warm atmosphere because there were good working relationships within the staff and management team. There was effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people. Relatives told us, "Crofthead has a very caring and kind staff team. They are always very good at putting your mind at ease if you have any concerns about your relative", and "There seems to be a harmonious atmosphere in Crofthead between staff members which radiates to clients and their visitors."

Staff were deployed effectively and worked well together while being very well supported. They were confident in building positive relationships with people. This meant that staff spent as much time as possible engaging meaningfully with people. This included staff who were not involved in providing direct care and support to people, as it was recognised that they played an important role within the staff team. The service were working on updating risk assessments and protocols to ensure appropriate deployment of staff was maintained for every area of the home.

Staff were clear about their roles and responsibilities, with written information they could refer to, and regular observations of practice and supervision. As a result, they felt well supported and confident in carrying out their role. This meant that people were being cared for by staff who understood, and were sensitive to their needs and wishes.

Staff helped each other by being flexible in response to changing situations to ensure care and support was consistent and stable. Staff commented on how beneficial it was to have access to electronic care plans,

allowing them to gather more insight into what was important and meaningful to the people they supported. Relationships between people and staff were more meaningful because of this.

Regular supervision and appraisal were used constructively and staff valued these opportunities because they supported their personal and professional development. Staff were committed to providing support to people in line with their wishes and preferences. All of the staff we spoke to during our inspection told us they felt valued and very well supported by senior staff and the management team. We heard examples from staff and management of how support is provided to staff in a very personalised way, depending on their unique situation.

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 positive outcomes for people, the manager should ensure that people are supported to have access to clean clothing to maintain their appearance and dignity. This should include, but is not limited to, ensuring that staff are aware of the need to change and launder clothing and footwear when this is required.

This is in order to comply with: Health and Social Care Standard 1.4: If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected.

This area for improvement was made on 15 February 2022.

Action taken since then

We saw that people's personal hygiene, appearance and dignity was supported well and respected and there was appropriate attention to detail in ensuring people's laundry was well looked after.

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

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|------------------------------------------------------------------------|---------------|
| 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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