

Swintonhill Residential Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
21 February 2025

Service provided by:
McDonald's Residential Care Homes
Ltd

Service provider number:
SP2003000211

Service no:
CS2003001079

About the service

Swintonhill Residential Home is located in the east end of Glasgow within a converted church building. The care home offers a homely, comfortable and pleasant environment for up to 28 people. People have access to their own facilities and have access to shared bath and shower rooms to provide choices. The provider is McDonald's Residential Care Homes Ltd.

There were a number of communal public spaces providing comfortable lounges, a hairdresser's room and a chapel for religious services. The conservatory lounge overlooks the well maintained and secure rear garden, which provided raised flower beds and potting tables that encourages residents to grow their own flowers, fruit and vegetables.

The service aims to provide the level of care and support people need to ensure that, as far as possible, independence and individuality are maintained whilst respecting individuals' rights to freedom of choice, privacy and personal dignity.

At the time of the inspection 27 people were living in the home.

About the inspection

This was an unannounced inspection which took place on 19 and 21 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 eight residents
- spoke with four family members or friends
- spoke with six staff members and the management team
- spoke with two visiting professionals
- reviewed documentation
- observed daily life in the home

Key messages

- People were supported by a stable and committed staff team.
- People living in the home, and their relatives, were happy with the service provided.
- Peoples' health and wellbeing benefitted from effective assessment and monitoring of their needs and pro-active collaboration with external professionals and services.
- The service provided person-centred care to all residents based on their assessed needs and wishes.
- People participated in a range of activities, based on their preferences.
- Quality assurance had improved. The management team had an effective overview of the service.

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 made an evaluation of very good for this key question. There were some major strengths in supporting positive outcomes for people, with very few areas for improvement.

There was a stable, dedicated and committed staff team working in the service, and several residents had lived in the home for many years. This meant that staff and residents knew each other well and staff were able to recognise and respond to changes in peoples' wellbeing. Relationships and interactions we observed were based on trust; respectful, caring and genuine. Values were evident and there was a caring and collaborative culture. Staff were compassionate, supportive, and always showed dignity and respect. This meant that people experienced positive outcomes because of the care and support they received.

Feedback from residents and their families reassured us that people felt secure and happy living at the home. Comments included:

"Complete Care",

"Can't fault them",

"Like family, staff can't do enough for my mum, they are all brilliant."

Personal plans were person-centred and individualised and identified people's needs and preferences. Plans were regularly reviewed, with the person and their loved ones, and contained current and detailed information, which helped direct staff when delivering care and support. Appropriate health assessments were completed, and timely referrals made to community health teams. This supported people's health and wellbeing. Comments from health professionals we spoke with included:

"The are very switched on."

"Communication is effective."

The home was maintained to a high standard and was homely and clean. Which promoted peoples' wellbeing. People we spoke with took great pride in their bedrooms, which were personalised, individual and finished to a high standard.

Communal areas offered a comfortable and homely environment for people, and standards of cleanliness of furniture, carpets and equipment throughout the home were very good.

Mealtimes were well coordinated, which meant that peoples' experiences were positive, relaxed and unhurried. Residents had ready access to drinks and snacks between meals. Staff were aware of who required additional assistance with eating and drinking and attended to this discreetly. This afforded people dignity. People told us that they were happy with the high quality and choice of meals.

Medication was managed well. There were clear systems and protocols in place to ensure that people received their medication safely. Medication was administered in a dignified way and reflected peoples' choices.

Residents had their own activity planner, which was based on their likes and interests. Activity plans were regularly reviewed with the person and their loved ones, and contained current and detailed information, which helped direct staff when supporting peoples' chosen activities. People enjoyed a wide range of activities, including musical exercise, aromatherapy, music sessions and attending religious events. This promoted peoples' physical, mental and spiritual wellbeing.

How good is our staff team?**5 - Very Good**

We made an evaluation of very good for this key question. There were some major strengths in supporting positive outcomes for people, with very few areas for improvement.

A stable and consistent staff team provided support. The home used a recognised assessment tool to inform staffing levels. Staff were committed to helping people live well and get the most out of life. There was a good mix of skills and experience within the team. Staff knew people well, and relationships were trusting. Staff were skilled at sensitively supporting people's needs, wishes and aspirations.

Support was well coordinated and provided in a flexible way to meet peoples' evolving needs and wishes. The staff and management team were creative in the coordination of activities and supported each other to help people achieve their outcomes.

An inclusive and collaborative culture had been developed, that offered people, relatives, and staff opportunities to express their views. Regular resident and team meetings and informal discussions provided forums for this.

Staff told us that they were well supported by the manager and their peers. The management team were based in the home, and staff told us that the management team were approachable, accessible, and able to support both with professional development and with personal matters.

Staff demonstrated a shared value-base and commitment to the residents, through their approaches and interactions. Staff received regular supervisions which encouraged their reflection and professional development.

The management team were working on a service development plan which would detail how the service could improve. Peoples' view, wishes and aspirations were central to service developments. This meant that any developments were meaningful and relevant, and likely to result in improved outcomes for people.

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

The provider should develop the activity programme to ensure people benefit from an active life and are able to participate in a range of indoor and outdoor recreational, social, and physical activities.

The activity programme should take account of people's expressed wishes and good practice guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical, and learning activities every day, both indoors and outdoors' (HSCS 1.25).

This area for improvement was made on 24 August 2022.

Action taken since then

Residents had their own activity planner, which was based on their likes and interests. People enjoyed a wide range of activities, including musical exercise, aromatherapy, music sessions and attending religious occasions. This promoted peoples' physical, mental and spiritual wellbeing.

Activity plans were regularly reviewed with the person and their loved ones, and contained current and detailed information, which helped direct staff when supporting peoples' chosen activities.

This area for improvement has been met.

Previous area for improvement 2

The service provider should ensure that quality assurance processes are developed. To do this the provider should -

- a) ensure regular management audits are being completed across all areas of the home environment;
- b) develop internal quality assurance systems that effectively identify any issue which may have a negative impact on the health and welfare of people supported;
- c) implement clear action plans with timescales which identify areas for improvement. Action plans should be regularly reviewed and signed off as complete once achieved by an appropriate person; and
- d) use tools and feedback to develop a comprehensive service development/ improvement plan which drives forward positive change for people living in the home.

This is to ensure that care and support is consistent with the 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 24 August 2022.

Action taken since then

The service implemented effective processes to improve management overview and quality assurance of the service. The service communicated effectively with people and those important to them, to gather their views through formal and informal forums, such as residents/relatives meetings and individual discussions. This meant that people could participate the development of the service. Audits had taken place in key areas of care practice, including infection prevention and control (IPC) and the physical environment, activities, medication, nutrition and peoples' experiences. We could see how these audits informed service developments.

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

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