

Clyde Valley Care Home Care Home Service

Monteith House Road
Carstairs
Lanark
ML11 8QP

Telephone: 01555 871 938

Type of inspection:
Unannounced

Completed on:
25 March 2025

Service provided by:
Enhance Healthcare Ltd

Service provider number:
SP2012011938

Service no:
CS2016350780

About the service

Clyde Valley Care Home is owned by Enhance Healthcare Ltd and is situated outside the village of Carstairs, South Lanarkshire. The home is registered to provide care to a maximum of 33 adults with mental health problems and/or learning disabilities. One bedroom is used for respite/short stay.

The home is an adapted period mansion house, set in extensive grounds with beautiful views over the surrounding countryside. Accommodation is over three levels with a lift providing access. The home has single bedrooms which all have en suite facilities and a variety of shared and private spaces including lounge, dining and activity areas. People also have access to large grounds and gardens. There are good car parking facilities on the premises.

At the time of the inspection there were 33 people living at the home.

About the inspection

This was an unannounced inspection which took place between 19 and 20 March 2025 between 10am and 5.30pm. The inspection was carried out by one inspector. To prepare for the inspection we reviewed information about the service. This included previous inspection findings and complaints information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with seven people using the service
- received 10 completed surveys (this includes all types)
- spoke with 11 staff and management
- received three emails from staff
- received two emails from visiting professionals
- observed practice and daily life
- reviewed documents

Key messages

- People achieved very good outcomes relating to their mental health and wellbeing as a direct result of the support they received by the service.
- People benefitted from the continuity of staff which had led to trust and relationships being formed which helped support people's wellbeing.
- People were supported to improve and maintain daily living skills and independence.
- Staff felt supported by 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.

Staff followed safe practices for medication management. Medication was being handled, stored and administered safely. This meant that people benefitted from receiving the right medication at the right time.

People should be protected from harm and expect any health and wellbeing concerns to be responded to. People had benefitted from responsive care, support, and treatment where there were changes to their health and needs. We saw examples where information about people's changing health needs had been shared with the right people. This had helped prevent further deterioration in people's health. Where people lacked capacity to make their own decisions, care and support was provided in line with the principles of the Adults with Incapacity (Scotland) Act 2000. This made sure people's rights were maintained and respected and their best interests were followed.

People who experienced episodes of stress and distress were supported well which resulted in a reduction in their distressed episodes. This was observed throughout the inspection as well as noted within records.

People benefitted from receiving a well balanced diet and staff were knowledgeable about people's nutritional requirements. This helped make sure people's health was improved or maintained by receiving the right diet.

People were kept safe from the risk of infection through infection prevention and control (IPC) policies and procedures. Effective quality assurance checks helped make sure these were being followed by staff. There were also regular checks to make sure the environment was clean, tidy, and reduced the risk of cross-infection.

A range of audits helped make sure policies and procedures were effective in ensuring people received a quality service.

People were supported to maintain relationships that were important to them including visiting relatives which had helped to support their wellbeing.

Generally, people being supported indicated that they were happy with the care and support they received. We also received positive feedback from two visiting professionals about the care and support people received. Comments included: "I always find a welcoming atmosphere when I arrive at Clyde Valley, my visit is welcomed, and staff look for and action my advice." One described how they observed the staff as being "attentive" to people during their visits.

How good is our staff team?**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 benefited from an established, experienced, and motivated staff team. Staff were well led by experienced leaders who supported the team to deliver high quality support.

We found communication and interactions between staff and management were effective in making sure important information was shared.

Recruitment files we sampled showed that safe recruitment practices had been followed. This meant that people could be confident they were supported by staff who had been appropriately checked and assessed.

The Health and Care (Staffing) (Scotland) Act 2019 was promoted by management which helped make sure there was enough staff to support people. People's care needs were recorded and reviewed on a monthly basis and this was used to assess and inform the staffing levels required to support people. The sample of duty rota we reviewed showed that the number of staff on duty each day was in line with these assessments.

Management made sure staff wellbeing was a key area to help make sure there was a focus on the personal health and welfare of staff. Staff told us how management were very supportive towards them and described their colleagues as "one massive family".

From our observations, we found no issues with staff being available to support people throughout the day or respond to nurse call alerts. Overall, we were satisfied that the skill mix, numbers, and deployment of staff met the needs of people.

Staff received a range of training to make sure they had the right knowledge to meet people's needs and keep them safe. Staff we spoke with were confident in describing their responsibilities to keep people safe from harm. This assured us that people were being supported by staff who were competent in providing safe care.

Some staff were designated 'champions' in specific areas which meant they had a lead role in developing staff skills and improving service delivery in this area. This helped improve the skills and knowledge of other staff in specific topics and improve outcomes for people with these specific care needs.

Staff were encouraged and supported to develop professionally through regular supervision and appraisals. This helped increase staff self awareness and improve practice to benefit the people they supported.

We observed staff being attentive to people in a warm and engaging way. We also saw staff recognising signs of distress and engaging with people effectively in a calm and supportive way. This helped reduce people's stress levels and maintain their dignity and helped people to feel valued and supported.

We received generally positive feedback about the staff from people who used the service with some describing staff as "excellent".

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 to reach their full potential and fulfilment in life, the service should demonstrate how it supports all people to engage in activities that are meaningful to them. To achieve this, the provider should ensure that activities are fully personalised and documented. This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that 'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential.' (HSCS 1.6)

This area for improvement was made on 3 October 2019.

Action taken since then

Activities had helped promote physical movement and mental stimulation to help maintain or improve people's health. Activities were based on people's preferences and community activities had helped maintain links with the local area.

There were opportunities for some people to attend college and work placements which helped promote a feeling of independence, inclusion and self worth for people.

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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