

Avonhaugh Nursing Home Care Home Service

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Stonehouse
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Type of inspection:
Unannounced

Completed on:
24 March 2025

Service provided by:
Shandon Loch Ltd

Service provider number:
SP2015012546

Service no:
CS2015339598

About the service

Avonhaugh Nursing Home is registered to provide care to a maximum of 50 older people. The service may support one individual under the age of 65 years. At the time of the inspection, there were 49 people living at the home.

The service is situated in Stonehouse, South Lanarkshire and has close access to local amenities. The nursing home is a two-storey building, with the first floor being all bedrooms. The ground floor is a mix of bedrooms and communal living areas. All bedrooms are single rooms with en-suite toilet and some also have shower facilities. People using the service have access to a conservatory, hairdressing room, and small cinema room in addition to a variety of lounge and dining areas. The grounds of the property include secure gardens and decking areas.

About the inspection

This was an unannounced inspection which took place on 21 - 24 March 2025 between 09:00 and 17:45 hours. The inspection was carried out by two inspectors from the Care Inspectorate. An inspection volunteer was involved in the inspection. An inspection volunteer is a member of the public who volunteers to work alongside the inspectors. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who has used services. The inspection volunteer role is to speak with people using the service and their families and gather their views.

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 with five visiting family members. We also obtained feedback via a pre-inspection survey from 10 residents and 12 families
- spoke with 15 staff and management, along with receiving 10 pre-inspection surveys
- observed practice and daily life
- reviewed documents
- obtained feedback from visiting professionals.

Key messages

- People living in the care home and their families were happy with the care and support.
- People's health needs were escalated to other health professionals when needed.
- Improvement was needed to ensure that people were being consistently supported with their oral care needs and prescribed topical medications.
- People living in the care home and staff benefitted from a warm atmosphere because there were good working relationships across all departments.
- Systems to ensure that people were protected from the spread of infection needed improved.
- Personal plans were in place to guide staff on how best to care and support for each person.

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 quality indicator 1.3 as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People experienced warmth, kindness and compassion in how they were supported and cared for. The service was good at ensuring people maintained relationships with those important to them. Family and friends were made to feel welcome. One relative told us, "On visits I have witnessed genuine affection from staff towards residents", whilst another explained, "They are approachable and make you feel welcome."

People living in the care home and their families were overwhelmingly happy with the care and support, however one person was unhappy. One person told us, "The home is brilliant", whilst another said, "They're all so obliging". A relative explained, "Since moving into Avonhaugh my relative has gained weight and is more active and engaged with staff and other residents. They say that they are happy here", whilst another felt that, "As my relative's guardian I am so happy with the care they receive."

We observed people to be clean, tidy and very well presented as staff had taken time to ensure that people maintained their dignity and sense of wellbeing.

Improvement was needed to ensure that people were being consistently supported with their oral care needs and prescribed topical medications. We came to this conclusion because many toothbrushes and toothpastes were hard and clogged, whilst topical medications were not all correctly labelled to ensure that they were prescribed for that person or when they had been opened. Charts to record support with both these aspects had large gaps (see area for improvement 1).

People benefitted from regular healthcare assessments, access to community healthcare and treatment from external healthcare professionals. This gave reassurance to families. One family told us, "Any issues are dealt with quickly", whilst another said, "The staff are trained well....I have confidence in their abilities."

People benefitted from access to a tasty, varied and well-balanced diet. They could choose from a variety of meals, snacks and drinks. One person said, "Meals are good and you can really just get anything you ask for", whilst another said, "I like the meals, there's always something I like."

On the first day of the inspection, we found equipment and other areas that could be cleaner. We shared these with management, who worked hard to address these before the inspection finished. Systems to ensure that people continue to be protected from the spread of infection needed improved to ensure that cleaning schedules and regimes are based on good practice guidance and carried out regularly and when needed (see area for improvement 2).

Areas for improvement

1. The service should ensure that people can be confident that staff consistently support their oral care needs and application of any prescribed topical medications.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23).

2. The service should ensure that people are safe and protected because they are proactive in ensuring that systems and resources are in place to support good infection prevention and control.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the staff team and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People living in the care home and staff benefitted from a warm atmosphere because there were good working relationships across all departments of the care home.

People could be assured that the numbers and skill mix of staff were determined by a process of continuous assessment. We discussed aspects which could further support them to demonstrate that they act in accordance with the newly enacted Health and Care (staffing)(Scotland) Act 2019.

Staff were motivated and effectively deployed. All staff spoke of good team working and being very well supported by senior staff, management and the provider. Staff were confident in building positive interactions and relationships.

People living in the care home and their families were positive about the staff group. One person told us, "The staff are great. I am happy with all aspects of the care." Whilst another similarly said, "The staff are great, they treat me very well." One person felt that, "Some young staff need more experience & training."

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 promote the development of the service, the provider should introduce an improvement plan that includes the views of people, relatives, staff, external professionals, and their own quality assurance findings.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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 18 November 2022.

Action taken since then

People could be assured that management had a good overview of what was working well and any aspects that needed improvement. Regular meetings were in place to provide people with the opportunity to feedback. The manager and provider were very visible and people told us that they could approach them at any time and be listened to.

This area for improvement has been met.

Previous area for improvement 2

To make people's support more inclusive and purposeful, the provider should introduce outcome focused care plans that fully reflect people's wishes going forward. These should be reviewed every six months.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that:

'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17).

This area for improvement was made on 18 November 2022.

Action taken since then

Each person had a personal plan that included relevant risk assessments. These were regularly reviewed and used to devise their care plans. Reviews had taken place every four months with the person and/or their representative to ensure that people were involved and had an opportunity to ask for any changes.

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?	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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