

Southside Care Home Care Home Service

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Inverness
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Telephone: 01463 226 227

Type of inspection:
Unannounced

Completed on:
21 March 2025

Service provided by:
Southside Nursing Home Ltd

Service provider number:
SP2003002407

Service no:
CS2003010544

About the service

Southside Care Home is registered to provide a care service to a maximum of 33 older people. The provider is Southside Nursing Home Ltd.

The home is a two-storey converted Victorian town house situated within a quiet residential area of Inverness. The majority of bedrooms are single occupancy with en-suite facilities, three of which include an en-suite shower.

Southside Care Home is situated within pleasant, well maintained gardens. The rear garden is enclosed and includes a decked patio area which can be accessed from a lower level lounge.

About the inspection

This was an unannounced inspection which took place between 18 and 21 March 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 ten people using the service and six members of their family and received a total of 19 completed online survey responses;
- spoke with ten staff and management and received 11 completed online survey responses;
- observed practice and daily life;
- reviewed documents; and
- spoke with three visiting professionals and received six completed online survey responses.

Key messages

- Staff provided kind and respectful care and knew people's specific care needs well.
- Some relatives and people felt there could be more outings.
- The service's communications with relatives was good.
- People's health and well-being benefited from an effective working relationship with external visiting professionals.
- Care plans set out people's unique needs and preferences.
- People benefited from a staff team who worked well together.
- The leadership team was committed to continuous improvement.
- The setting provided a warm, comfortable and welcoming environment.

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
How good is our setting?	4 - 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. This means there were major strengths in supporting positive outcomes for people.

Staff treated people with compassion, dignity and respect and we saw consistently positive relationships between staff and people living in Southside Care Home. There was a welcoming, homely feel. Families liked coming to the care home and were able to spend as much time as possible with their loved ones.

People who lived in Southside Care Home told us they were content, felt safe and said:

"It is pretty much perfect; food is good and it is clean".

"We can get anything we want; I am happy and quite content".

Staff provided care and support to individuals at their own pace. For example, when staff responded to people who had asked for help, this was undertaken in a patient and sensitive manner. We saw staff taking time to talk with those who were frail or living with dementia in the communal areas.

To support people's health and wellbeing, people could enjoy a range of themed activities every day which were planned in advance. For example, every Tuesday there was a 'tea party'. People who could not or chose not to join this were offered an alternative activity. Other group activities took place such as regular group walks in the local community. This approach contributed to people's emotional and physical wellbeing. However, some families felt there could be more outings.

People's support plans set out details about food-based recommendations following advice from the dietitian. Where someone had been identified as at risk of skin damage, the care plans reflected the care and support people needed to protect their skin. Care plans also described people's unique needs and preferences. For example, detailed guidance was provided to guide care staff about people's preferred mealtime or morning routine. This was highly effective in reducing distress in people who were living with dementia.

People's food and fluid needs were met well. Meals were of a good quality and people were offered choice and told us:

"Food is fantastic".

"Nice meals and lovely soup".

Mealtimes were held in a pleasant, spacious dining room. The chefs spoke with people about their likes and dislikes and participated in the mealtime to ensure it ran smoothly. Food was home cooked and good quality. Staff were confident and patient when supporting people to eat and drink and chatted with warmth. People were offered drinks throughout the day and had independent access to snacks and juice. These approaches meant people's food and hydration needs were well met.

To ensure people's health and wellbeing was maintained, staff sought guidance from healthcare professionals. This included the general practitioner or nurse and local community nursing staff. Their advice was acted upon, and details of their input documented. This provided confidence that everyone involved in people's care worked well together and knew their wishes and choices, especially if there was an unexpected event.

To support people's medical needs, there was an effective electronic medication system. Records confirmed that people were receiving their medication as prescribed. Staff completed training and undertook an annual competency assessment to ensure medication was administered by well-trained staff. We identified some actions needed during the inspection, related to good practice guidance. The leadership team dealt with these immediately, which provided confidence in their commitment to continuous improvement.

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. This means there were major strengths in supporting positive outcomes for people.

People living in the care home and staff benefited from a warm atmosphere because there were good working relationships. Staff had opportunities for discussion about their work and how best to improve outcomes for people during staff meetings or supervisory meetings with their manager.

The leadership team had worked hard to build the staff team which had resulted in positive change. Staff told us:

"It's a happier place".

"The team always pull together now".

During the inspection we looked at the skill mix, numbers, and use of staff to ensure they could meet the needs of people. We saw evidence of an effective process for assessing how many staff hours were needed. The leadership team undertook a monthly review of people's care and support needs, and the staff hours needed to meet these. This process resulted in sufficient staff to meet people's care and support needs. It was positive that when an individual's care needs increased, for example at end of life or if an individual was at risk from falls, additional staff were made available. This ensured staffing levels could meet people's needs and keep them safe.

Staff enjoyed working in Southside Care Home. Staffing levels had benefited from new staff joining the team. Families told us:

"I know most of the staff by name, there is not a lot of agency".

New staff confirmed they had received a thorough induction period which enabled them to support the needs and outcomes of people living in Southside Care Home. Everyone, including staff who were not involved in providing direct care and support, appeared to know people very well. All staff had strong and positive relationships with the residents. Family members told us:

"Staff make an effort to connect and learn about people who live here".

"Staff are not rushed, they have time to spend with people. My loved one can get up when they want to and go to bed when want to".

We saw staff deliver care in a well-paced and courteous manner which meant people living in Southside Care Home were settled and content.

How good is our setting?

4 - Good

We evaluated this key question as good where several strengths of the environment impacted positively on outcomes for most people and clearly outweighed areas for improvement.

Southside Care Home had a warm, comfortable, and welcoming environment. The environment was relaxed, with no evidence of intrusive smells. However, some people and relatives felt noise levels could be considered intrusive because the television was on all day in both lounges. We discussed this during the inspection and how they could involve residents to ensure the environment works for people living in Southside Care Home and what could be improved. This would mean they felt listened to and could influence changes.

There were clear and planned arrangements for monitoring and maintenance of the premises and the equipment to ensure people were safe. However, we were concerned about cleanliness in some areas. For example, in relation to care equipment such as walking aids and wheelchairs. Some radiator covers were unclean. The leadership team immediately addressed these concerns; however we have made a revised area for improvement to ensure people can be confident they live in a safe, clean and well maintained environment (see section, 'What the service has done to meet any areas for improvement we made at or since the last inspection' and area for improvement 1).

The quality of furnishings in most of the communal areas was of a good standard. The dining rooms were attractive and homely. The service had a plan for replacing the floor covering upstairs and ten bedrooms had been renovated. The corridors were narrow but contrasting handrails supported people to walk around safely.

People had privacy when they wanted and could choose to use the communal areas if they wished to do so. The leadership team had used good practice guidance to enhance the environment for people who live with dementia. We discussed the use of memory boxes or personal photographs on people's bedroom doors to aid their orientation and/or provide topics for staff to discuss with people. The outside space was very well tended and accessible for walks in the fresh air. It was safe for people living with dementia.

Areas for improvement

1. To promote their wellbeing, the provider should ensure there is regular oversight and observation of the environment. This should include but not limited to the cleanliness of the environment and all equipment.

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 5.24).

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 keep people safe and to promote their wellbeing, the provider should ensure their day-to-day observations, including environmental audits, support safe and effective practices in terms of the environment as well as staff practice around infection, prevention and control measures.

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 15 June 2022.

Action taken since then

During the inspection we saw effective staff practice in relation to infection, prevention, and control when they were supporting people with personal care and during mealtimes.

As outlined in section 'People benefit from high quality facilities', we have made a revised area for improvement to ensure regular oversight is put in place to sustain environmental cleanliness.

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
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

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