

Westview Care Home Service

42 Octavia Terrace
Greenock
PA16 7SR

Telephone: 01475 783 388

Type of inspection:
Unannounced

Completed on:
10 March 2025

Service provided by:
Quarriers

Service provider number:
SP2003000264

Service no:
CS2003001112

About the service

Westview is part of the national Quarriers charity and is a care home for adults with learning disabilities. It is situated in a residential area of Greenock, close to local transport links, shops and community services.

The service provides individualised care and support. There were eight people living at the service at the time of this inspection.

Accommodation is a large detached Victorian house which has five bedrooms, a large kitchen, two living rooms and a staff sleepover area. There is also a coach house which is adjacent to the main building which has three bedrooms, a kitchen and living room. The service also has an accessible garden and gardening space for people.

About the inspection

This was an unannounced inspection which took place on 7 and 8 March 2025 between 09:00 and 20:00. The inspection was carried out by one inspector 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 all the people using the service
- spoke with three relatives by telephone
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- gathered feedback by email from three visiting professionals.

Key messages

- Staff were skilled at developing meaningful relationships with the people they supported.
- People were happy living in the home and fully involved in planning their support.
- People were connected with their family and friends and had opportunities to access their local community.
- Management had very good oversight of the service.
- The service should improve how they ensure identified actions generated from audits were reviewed, monitored and included within the service improvement plan.

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 the care home. The home was warm, welcoming and everyone appeared comfortable and relaxed in each other's presence. A few people liked to spend their time within communal areas whereas others enjoyed spending time in their own bedroom.

People could be confident that the support promoted their independence, dignity, privacy and choice. One person told us; "I quite enjoy living here" whilst another explained, "activities are good as staff do what you like to do" and "I'm happy with my room". People were supported to be connected within and outside their home as family and friends could visit when they wished.

There was a programme of varied indoor, outdoor, group and individual activities on offer that people told us they enjoyed. These ranged from visiting local places of interests, watching local live entertainment, playing board games and going on holiday. People were encouraged to be part of monthly meetings and contributed to quarterly newsletters which documented their likes and preferences including future suggestions to improve the service. Whilst people were encouraged to make suggestions at meetings and for the newsletter, the service should improve how they ensure that these are taken forward to make them meaningful.

People could be assured that they were supported to receive their medication as prescribed. We shared some aspects of record keeping including around the management of controlled drugs that should be improved.

People were fully involved in making decisions about their care and support through their personal plans. Personal plans were in paper format and each person had a designated keyworker who was responsible for ensuring that all their information was up-to-date. Audits were also regularly taking place. However, we found that not all actions identified were being reviewed and monitored. This was also evident within the service improvement plan which did not include some of the areas that the service was working to improve upon such as ensuring that everyone had their own bus passes. This was discussed with management who acknowledged they needed to improve their reviewing and monitoring of all action plans to ensure that people continued to receive care and support that was right for them (see area for improvement 1).

Areas for improvement

1. To support people's health and wellbeing, the service should continually monitor and review action plans they have generated from their quality assurance audits and include these within the service improvement plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

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.

The right number of staff with the right skills were working at all times to meet people's needs because the management team in the care home understood the needs and wishes of the people living there. People told us; "I've known the staff for a long time" and "the staff are brilliant". Relatives told us; "They are a great team", "my relative is content and that makes me content" and "my relative is given every respect".

People living in the care home, and staff, benefited from a warm atmosphere because there were good working relationships. There was effective communication between staff, with opportunities for discussion about their work and how best to improve outcomes for people. This was evident through regular supervisions, team meetings and team building events. All staff were up-to-date with their training. External training had taken place which enabled staff to drive a minibus. This meant that the service could organise bus trips for people. Staff said they felt happy and supported in their roles. The majority of staff had worked in the service for many years and knew people well.

Staffing assessments were transparent with decisions about staffing arrangements shared with both staff and people living in the service. The service had updated their guidance around staffing to ensure it included information about The Health and Care (Staffing) (Scotland) Act 2019. This guidance had not yet been included within the service quality assurance audits however, there was strong evidence that current staffing arrangements supported people who used the service to get the most out of life.

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.