

Campbell Snowden House Care Home Service

Abbeyfield Strathgryffe Society
Campbell Snowden House
Quarrier's Village
Bridge of Weir
PA11 3SX

Telephone: 01505 614 350

Type of inspection:
Unannounced

Completed on:
18 April 2025

Service provided by:
Abbeyfield Strathgryffe Society
Limited

Service provider number:
SP2003000215

Service no:
CS2003001090

About the service

Campbell Snowdon House is registered to provide a care home service to a maximum of 27 older people. The provider is Abbeyfield Strathgryffe Society Limited. The home is situated in the small semi-rural Quarriers Village in Bridge of Weir, Inverclyde. There is an irregular bus service to the village.

The provider's aim is to create a 'home from home' where each resident not only benefits from the extra personal care they require but has the opportunity to participate in the varied events and activities available.

The service has single en suite rooms and a double en suite room. There are shared rooms such as lounges and the conservatory which are well used by people living there.

About the inspection

This was an unannounced inspection which took place from 13:00 on 16 April until 13:00 on 18 April with feedback delivered on 18 April 2025.

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 15 people using the service and five of their family and friends. Ten people and 13 relatives responded to our survey, we also considered two letters of feedback
- spoke with 10 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Family felt well involved and informed about their loved one's care and support.
- People and families spoke very positively about the staff team and the care offered.
- People felt a strong sense of home and being welcomed.
- Staff knew people well and worked well together as a team.
- We observed good relationships between people and staff.
- Some aspects of recruitment recording needed to be more robust.
- The care home was well-maintained and kept clean and fresh.

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?	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 the care provided and how these supported positive outcomes for people, therefore, we evaluated this key question as very good.

People and families spoke with enthusiasm and delight about their experiences in Campbell Snowdon House. It was evident from all our discussions that people felt that staff were kind, supportive and always seeking to make people comfortable and content in their home. Staff and management worked hard to promote a homely feel and that was welcomed by people. One relative sent us a letter and commented: "I have no doubt that living in Campbell Snowdon House extended my loved one's life, but more importantly, enhanced the quality of their life. They thrived and were happy." Another person told us: "I feel very safe here, I can't stay at home by myself, it is excellent."

There was good knowledge about people shared across the team. It was evident staff knew people well and more importantly were curious about them, keen to know them and what was important to them. By having such a good understanding of people, they were well placed to support them in a way which made them feel safe and comfortable.

Relatives were called on a regular basis which they appreciated. It meant that they always felt included in updates in their loved one's life and appreciated the contact.

People's health needs were attended to as required. During our visit, various health professionals were present which reassured us that staff sought support of relevant health professionals where it was needed. Staff worked closely with three local GP practices to ensure that people's medication was in place. One visiting district nurse spoke highly of the relationship that health staff had with the staff from the care home.

We had previously expressed a view that medication support could take up a long time each day which took staff away from other roles. It also ran a risk that medication could be given a bit later on in the day than would be preferred. We were pleased to see that management had dealt with that and a much more efficient process was in place. That meant that medications were much more timely. Overall, medication was well-managed. We noted that risk assessments for medication could be better recorded and were confident that would be done.

There was a healthy approach to future care planning. Discussions started before people moved in. Thinking Ahead plans promoted conversations with people and families about what mattered most at any point where a significant change in people's health occurred. Making plans in advance offered an opportunity to have control over those decisions.

The chefs and kitchen staff were very attentive to what people wanted. Importantly they recognised the joy of food. They sought to think not just about nutrition but about the emotions that food evoked for people. For many, foods that reminded them of younger days stimulated their memories and offered comfort as well. Using the local butcher reminded people that they had only moved home a few miles down the road and what was important then was still important.

Staff concentrated heavily on the notion of people having things to do to occupy their day. Activities staff were in place and worked hard to offer things over each day of the week. That was well received by people and their families. Staff did respond to people's likes but they acknowledged they were not able to offer something that everyone liked. As such, they tried to tap into various different activities with a hope that there would be something for everyone. Some people enjoyed their daily crossword/newspaper and had no intention of joining group activities which had not been part of their life before and they were content to enjoy life as they had in their previous home. People's views and wishes were respected.

How good is our staff team?

5 - Very Good

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

The staff team spoke positively about their work in the care home. They enjoyed their work and recognised the difference they could make to people's lives. Staff worked very well together across different departments and they all recognised their importance in making people's lives as comfortable as possible.

Staff rotas were designed to ensure there were ample staff in place. Overwhelmingly, there was never a sense that staff just support people with tasks - as such there was evidence of good interactions and spending time with people. Staff from all areas of practice knew people well and spent time with them.

We sampled some recruitment records. There was room for improvement in this area. We offered advice to the manager and were confident that it would be used going forward. The appropriate checks were in place but some more detail regarding sponsored workers and reference checks in general needed to be better recorded.

Staff spoke of feeling supported by the senior leadership team. Not only did they find the formal support of supervision helpful, they appreciated the genuine enquiries about their general wellbeing. They felt cared for.

The staff team were offered training as required for their role. Management were keen to develop and source more face-to-face training which would support different learning styles. All carers are expected to complete Scottish Vocational Qualifications at Level 2. However, in Campbell Snowdon House, they are offered the qualification at level 3. That offers a higher level of training that benefits both staff and the people they support. That investment in staff training was positive to see.

Due to the small nature of the team, staff were regularly observed in practice by seniors who worked beside them. We discussed improved recordings of observations/competency checks as they offered a chance to properly address any themes and add it to an improvement plan. It also offers a good opportunity to recognise staff good work practice.

How good is our setting?

5 - Very Good

We found significant strengths in the quality of the environment and how that supported positive outcomes for people, therefore, we evaluated this key question as very good.

People and their families spoke about the homely feel of the care home. It is an old sandstone building with an extension, and due to its small size it still retains a sense of a house. That made people feel comfortable and reinforced a sense of home. Staff do not talk of being admitted to a care home; they talk of moving house.

People benefited from a warm, comfortable, welcoming environment with plenty of fresh air, natural light and space for their needs. The home was clean with housekeeping staff adhering to good practice guidance in infection, prevention and control procedures. The housekeeping team was well staffed which supported good work.

Health, safety and maintenance records were in place and required checks took place when they were due to. That offered people comfort in terms of the safety of their surroundings and any equipment used to support them.

The garden space was well used by those who enjoyed gardening as well as those who liked to walk in the garden to relax. Flowers that were grown by people were placed in vases in the dining room. Not only did it bring a splash of colour, it reinforced people's sense of worth. It was heartening to find someone each morning clearing the garden area, that was their chosen role and helped pass the day.

The garden also had a great outlook onto farmland. People's physical and emotional wellbeing can be improved with access to outdoor spaces. It offers a chance to pick up on the noise of nature, the smells and the colours which can often result in relaxed and happy feelings. There was free access to the garden which improved people's sense of wellbeing.

A living room and a conservatory were available for family to visit in which offered privacy and a normality that we often see our visitors in such spaces, not our bedrooms. Bedrooms were well decorated and personalised as people wanted them to be. A larger living room was well used by many people. One person sat by the window with a vase of flowers by them by their request. Those personal touches showed that staff listened to what made people feel at home.

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?	5 - Very Good
4.1 People experience high quality facilities	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 ਵਿੱਚ 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.