

Seaforth House (Care Home) Care Home Service

Main Street
Golspie
KW10 6RH

Telephone: 01408 633 730

Type of inspection:
Unannounced

Completed on:
24 April 2025

Service provided by:
NHS Highland

Service provider number:
SP2012011802

Service no:
CS2012307253

About the service

Seaforth House is a purpose-built, single level, care home situated within the town of Golspie. The service was registered to provide care to a maximum of 15 older people which included one respite care bed.

People have single rooms with ensuite facilities. Communal area are large and pleasant and the home has an attractive garden area and sea views.

About the inspection

This was an unannounced inspection which took place on 22, 23 and 24 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 seven people using the service and five family members
- Spoke with eight staff and management
- Observed practice and daily life
- Reviewed documents
- Spoke with visiting professionals

Key messages

- People had developed very meaningful and positive relationships with their staff
- People benefitted from a renewed focus on activities and enjoyed trips out into the wider community
- People's home was very well looked after
- People kept up with family, important others in their lives and had opportunities to keep active in their community
- Management were always in touch with what was going on for people and staff felt well supported
- All staff were motivated, knew people's support wishes and had a person centred approach to people's health and social care
- Staff were relaxed and professional in their manner
- Care and support plans and recording on these still need some attention.

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

The service was very good at supporting people's health and wellbeing. This means it demonstrated major strengths in this area and there are very few areas for improvement. While opportunities are taken to strive for excellence within a culture of continuous improvement, provision evaluated as very good does not require significant adjustment.

There was a relaxed atmosphere in the care home. Careful consideration was given to what was important for a person. What their wishes and needs were. A person centred approach was in place and people felt respected.

Some comments from people were:

- 'Great place to be in.'
- 'Food is perfect.'
- 'I like everything about being here.'
- 'Service is well run.'

Whenever possible, people were supported to keep up with close others such as family and friends. This was very important for people and there were some very good examples of how the service made sure arrangements were working well for people. Seaforth House had a newsletter which also let everyone know what had been happening. It had many positives, such as celebrating important events for people like birthdays, reporting on new activities, staff achievements and what groups from the local community had been visiting.

The service was alert to what could pose a risk to a person, how their health was and any significant changes for them. When needed, discussions would happen with the person and relevant others, including family and other health and social care professionals. The service was responsive, keen to make sure people were getting the right care and support. People's care and support plans were regularly reviewed and updated as necessary. Communication was very good. People were supported to keep safe and well.

Within people's own care and support folders, many key health and wellbeing matters were covered. The format helped make sure the service had assessed and planned for all of people's main health and wellbeing needs and wishes. The information provided guidance for staff to follow. People can have confidence staff have the right information to meet their individual needs and wishes.

There was recognition of people's abilities and independence with people doing what they could for themselves. People had their own routines and preferences and these were understood and respected.

Medication was generally well managed. Staff took their time when providing support with a person's medication. They read each person's specific instructions for their medication, properly recorded any medication given and followed the service's procedures well. Other key areas of health care were also given appropriate attention. If some health matter required input from other agencies, advice would be sought and joint working with health and social care partners, such as GPs and district nurses happened. This responsible approach meant people were getting the assistance to stay well and safe.

The service identified through its own quality assurance that there were some gaps occasionally in some of people's care and support information. An example, would be staff members not making sure daily recording is always accurate. For instance, that oral care or medication support, when done is suitably recorded. Recording incorrectly or gaps could cause confusion and lead to error or, basically, would not provide reassurance for people that a specific support had been done. To help with this, we have revised an area for improvement from the previous inspection. See Area for Improvement 1.

Areas for improvement

1. In order to support good outcomes for people experiencing care, and that people benefit from a culture of continuous improvement, the service provide should ensure:

- a) improvements to the effectiveness of the current quality assurance processes in relation to care planning, record keeping and medication practice are made and
- b) appropriate action is taken when areas for improvement are identified and measures are in place to ensure improvement is sustained.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19) and 'I use a service and organisation that are well led and managed' (HSCS 4.23).

How good is our staff team?

5 - Very Good

We evaluated this as very good. Staff arrangements and levels reflected people's care and support needs. All staff worked well together with a focus on people's best interests and wishes.

Staff were recruited following safe procedures. Appropriate checks took place and their suitability for working in a social care setting was assessed. Staff had an induction to help them learn what was what was expected of them within the care home. Ongoing training was in place and added to and updated as needed. People can trust that they have suitable staff members, who were supported to have the right knowledge and skills. People were helped to keep safe and well.

Staff had a warm and friendly manner. Staff had gotten to know people well and respected people's choices. During our visit we observed how people were doing many different things. Some, for example, preferred staying up later watching TV, whilst others were early to bed and others could be getting in touch with family in the evening. Personal choices and wishes were promoted and enabled whenever possible. During the day staff would spending time relaxing and chatting with people. Opportunities to be active, physically or mentally, were also provided at different times during the day. People were comfortable and content with their staff members.

As well as training opportunities, staff had regular supervision meetings to discuss practice and there were opportunities for senior staff to check staff competency in specific areas of care and support. There was very good support for undertaking important qualifications such as Scottish Vocational Qualifications (SVQs) in health and social practice areas. There were many comments about how good the staff were from people living in Seaforth House and family members. Staff were motivated to ensure people experienced high quality, person centred support.

Some comments on staff were:

- 'Staff are just wonderful.'
- 'Staff are always cheerful and jokey.'
- 'Staff do everything they can for you.'

Staff felt well supported by other staff and management. The manager was seen as very approachable, good at listening and would take any concerns a staff member had seriously. Different staff members said they worked as a team and communication worked very well. People can be assured that their staff members work well together to support them.

Staff levels were carefully considered. When there were occasions when additional staff were required to fully meet people's health and care needs, then, if possible, suitable arrangements were put in place. Staffing levels were assessed on an ongoing basis. There has also been recent recruitment of activities staff and this was viewed positively. People can have confidence that they have the right number of staff to meet their needs. People experienced a stable staff team that they had got to know well and were comfortable with.

How good is our setting?

5 - Very Good

The environment at Seaforth House was very good.

People had personalised their own rooms, in keeping with their taste and wishes. The main lounge had comfortable seating, there were choices of sun rooms in the home and a good space for dining. The garden area was large, accessible and well looked after. People could be relaxed and comfortable in their home.

Seaforth Home was bright and spacious. Many aspects of it made it attractive, from interesting pictures along the corridors to lovely views of the sea. People and family commented how well looked after it was. A pleasant and clean environment supported people's emotional wellbeing and helped them to feel relaxed.

Some comments were:

- 'The care home facilities are good.'
- 'Place is spotlessly clean.'

There were a number of environment checks that took place. These included checking the fire safety measures, security of the building, the proper functioning of equipment and other health and safety actions. Some checks were daily, others weekly, monthly, 6 monthly or annual. Some were done by staff at Seaforth and some by external contractors. These arrangements helped to make sure everything was kept on top of. People can be reassured that their home is well looked after and safe.

Maintenance at the care home was effective. Quick action followed any job request. Housekeeping and kitchen staff had set plans for each day and for during the month to make sure the home was clean and facilities were kept to a high standard and safe. The importance of minimising any risk of infection was understood. Checks and quality assurance processes were in place. Staff had a responsible and professional approach. People can have confidence that their home had all the right measures in place to help keep everything safe.

Housekeeping, kitchen, maintenance and office staff all understood how they contributed to the positive atmosphere and the overall wellbeing of people in the home. This reflected the team approach within the home. People's wellbeing and health were very well supported.

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's wellbeing and social inclusion, the provider should ensure there are sufficient staff on duty throughout the day and evening to support individuals to participate in a range of activities of their choice both indoors and outdoors.

To do this, the provider should, at a minimum:

- a) take steps to secure an activities co-ordinator to promote and enable people to get the most out of life;
- b) ensure there is a contingency plan to meet people's social needs when the activities co-ordinator is absent, or the post is vacant;
- c) develop personal activity plans for people; and
- d) ensure activity is discussed, and that related outcomes are being met and evaluated.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I can choose to have an active life and participate in a range of recreational, social creative, physical and learning activities every day, both indoors and outdoors.' (HSCS 1.25); and; '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 14 June 2022.

Action taken since then

This was met.

The service provider had recruited activities staff. Activities were evident at Seaforth House and these were reported on positively. As well as usual activities in place, the service has utilised opportunities available through the internet and people have been getting out into the community. Also, local groups based in the community came into the home and these were enjoyable occasions. With activities staff now fully in post, going forward the service is in a strong position to develop plans, with people's involvement, to make sure the full range of people's health and wellbeing needs are met.

Previous area for improvement 2

Where people's independence, choice and control are restricted, for example to prevent a fall, the service should ensure all legal arrangements and consents are in place. Where people are not able to fully express their wishes and preferences, the necessary consents must be signed by the person's legally appointed guardian. This includes all restrictive measures such as, but not limited to, the use of equipment such as sensor mats and wheel chair lap belts.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that; 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11) and; 'My rights are protected by ensuring any surveillance or monitoring device that I or the organisation use is necessary and proportionate and I am involved in deciding how it is used.' (HSCS 2.7)

This area for improvement was made on 14 June 2022.

Action taken since then

This was met.

Suitable documentation to record consents was developed. These showed any legal considerations were taken account of. When necessary, people's legal representative signed their agreement to any risk assessed and proportionate restrictive arrangements in place for people.

Previous area for improvement 3

To ensure people benefit from a culture of continuous improvement, the service should ensure that;

- a) improvements to the frequency and effectiveness of the current quality assurance processes in relation to care planning, record keeping and medication practice are made; and
- b) appropriate action is taken when areas for improvement are identified and measures are in place to ensure improvement is sustained.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that; 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19) and; 'I use a service and organisation that are well led and managed.' (HSCS 4.23)

This area for improvement was made on 14 June 2022.

Action taken since then

This not met.

Whilst the quality assurance undertaken by management was highlighting care and support plans recording and general day to day recording for people could be better, recording gaps or errors were still occurring. Management action had reduced these but we considered staff could still be more diligent when recording key care and support tasks. This included, fluid intake on occasion, oral care and people's medication records (MARs). Improvement in this area will help to ensure people's health and wellbeing continued to be supported well.

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

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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