

Beechmount Care Home Service

14 Ulundi Road
Johnstone
PA5 8TE

Telephone: 01505 320 274

Type of inspection:
Unannounced

Completed on:
5 June 2025

Service provided by:
Voyage 1 Limited

Service provider number:
SP2004005660

Service no:
CS2003001296

About the service

Beechmount is a care home for up to eight adults with learning disabilities. The home is a detached property in Johnstone which is close to local amenities and transport. Bedrooms are located on two levels and are all single occupancy. One bedroom has en-suite facilities and the others have a wash-hand basin. There are two shared bathrooms, a sitting room and a large dining kitchen. There is also a small space which is used for activities or simply for a rest in private.

About the inspection

This was an unannounced inspection which took place on 3 and 4 June 2025. Feedback took place on 5 June 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 or spent time with everyone using the service and one of their family. Two people and three families responded to our survey.
- spoke with nine staff and management, five staff responded to our survey.
- observed practice and daily life
- reviewed documents
- analysed surveys returned to us from four visiting professionals.

Key messages

- People experienced care which was dignified and respectful.
- Staff focused on ensuring people got the most out of life.
- The home was welcoming, clean and bright.
- People were supported by a staff team who knew them well.
- People's health needs were escalated to other health professionals when needed.
- People were encouraged to do as much as they could for themselves.

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 |
| How well is our care and support planned? | 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.

It was evident that people found comfort, joy and happiness in their home, Beechmount. We observed the ease in which people responded to staff support or sought them out when needed. Staff chatted with people in an encouraging manner and were mindful to not take over. We were confident people were treated with dignity and respect. People experienced warm, nurturing relationships with the staff who supported them. One person stated: "I love Beechmount, it is my home." Others spoke positively of their lives there and how much they benefited from staff supporting them when needed.

There was a strong sense of friendship between people. They shared time together but also took time to be by themselves when they wanted. Some people enjoyed taking part in external local groups which offered them time to be with others and increase their friendship groups. Others preferred more solitary time such as going out for a walk or a coffee with staff. One person thrived on the outdoors with their care plan stating that weather was not to be seen as a barrier for a daily wander outside! We were reassured that staff knew people well and knew what they liked to do and what made them feel good about themselves.

Staff ensured that people were well and did that in a variety of ways. Staff made sure that referrals were made to health professionals when required and they took people to appointments when needed. That meant that people had support at the right time from the right people. One health professional told us: "The staff team are always eager to learn and improve their practice. They take what I say on board to ensure the resident is receiving the best possible care."

Systems were in place to ensure people took the medication they needed at the time that it was required. That helped to keep people well. Staff told us about changes in medication being used to promote people's health. For example, increased pain relief was prescribed for someone who could not verbalise their needs. Staff had monitored their wellbeing and were able to identify pain as a potential source of discomfort. New medication promoted the person's sense of wellness and comfort.

Meal times were very sociable experiences. People took part in menu planning, shopping and preparing meals where they could. That helped build people's confidence in their own abilities and reinforced the sense of doing for yourself as much as possible. People's sense of self can be enhanced when they have achieved tasks for themselves.

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.

Staff had been safely recruited. The provider had checked that staff were suitable to work with people which helped to keep people safe. There was a dedicated recruitment team which offered enormous support to the whole process. Recruitment is a time-consuming process and having a team to support it allowed managers to deal with other important tasks.

People were supported by a small and consistent staff team. A third of staff had joined over the last 18 months. The provider recognised that people benefit from having staff around that they know well and feel comfortable with. It was positive to hear that staff retention was a focus of work by the provider. The provider recognised the value of staff and what they could offer to people using the service.

There were sufficient staff to support people who had different support needs. Everyone had busy lives and staff supported them to enjoy their days as much as possible. Staffing levels were reflective of what people needed. There was also the ability to increase levels when needed such as to support health appointments or to go on an outing.

Beechmount is close to local shops and cafes which were well used by people. A few people enjoyed the occasional trip to the local pub. We were confident that where people wanted to go locally, they were able to do so. Local buses were well used. Some people did feel that they were not able to go further afield as often as they wanted. That was due to a lack of staff who were able to drive. The provider was mindful of that and considered it during recruitment but recognised that being a driver was not the only priority, staff had to be right for the service as a whole.

Staff told us they felt supported by the leadership team including external regional support. Staff morale was positive and that meant that people were supported by staff who were keen to be there and who got a lot out of the difference they made in others' lives. One staff member commented: "The staff team are supportive of one another and work well together as a team, staff know that they can always ask for help whenever needed."

Staff were given rotas in advance which meant that they were able to balance their work and home lives. That helped staff organise their own lives and that contributed to them feeling a sense of fairness about their shift pattern. Two day shift teams worked during the week. That helped people to be sure of who would be on shift each day and offered consistency to them.

Management ensured there was a good mix of staff on each shift. That prevented scenarios where a group of new staff could be on with a lack of support from more experienced staff. People could be confident that they would be supported by a team with a range of skills and experiences on each shift. Management also stepped in, where needed, to deliver care and support. Staff benefited from good role modelling from management. It also allowed management to observe staff practice and offer feedback to staff as to what they were doing well and where they could possibly develop their practice.

How good is our setting?

5 - Very Good

We made an evaluation of very good for this key question. We found significant strengths in aspects of the setting and how these supported positive outcomes for people.

People benefited from a warm, welcoming and comfortable home. There was a strong sense of calm over the period of inspection and we were assured that people lived well in Beechmount. It is an old building but it benefited from light, spacious areas throughout.

Communal areas were well used. The dining kitchen was large and people came and went helping themselves as they wished. We observed people getting their own breakfasts, making tea for each other and tidying up. That meant that people were able to control aspects of their lives and choose when to use different rooms as they wanted.

The garden space was vast and well-kept. In good weather, it was enjoyed as a great sociable space. It was also used by people to get exercise by walking about. For a few, their levels of anxiety were lessened by getting the chance to be out in the open.

Routine maintenance checks were in place as were domestic audits to confirm all areas were cleaned as required. As a result, people could be confident about their safety and the environmental cleanliness within the home.

People's rooms were personalised to their own tastes and wishes. Any changes to communal areas were discussed with people to ensure they chose what suited their lifestyles. It was evident that their views were important and were sought when required. People spoke highly of their home and some were keen to show us their own rooms as they were proud of them. One member of staff told us: "Both staff and the people we support take pride in the home environment, people we support are encouraged to take part in household tasks and make suggestions on how we can improve their home."

A few rooms had en suite facilities but most people used shared facilities. That seemed to work well for the people living there and was not seen as a barrier to their daily lives.

How well is our care and support planned?

5 - Very Good

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

People's care plans were detailed and contained accurate, up-to-date information. It was evident information was reviewed as needed. That meant that staff could respond to people's changing needs and support them appropriately.

Plans were focused on enabling people to achieve their goals and pursue their interests. They also contained very clear guidelines on how to keep people safe and healthy. A summarised plan, 'grab and go', gave staff a quick reference to be able to support people. Staff could then use the larger care plan for any more detailed information.

People's social histories were very well recorded. People and families had contributed to these personal stories. The histories told each person's story of their life. They captured what was important to people - family and friends, places, achievements, what they loved in life and what they didn't like. That rich information helped staff respond to people's needs and wants. People were supported by staff who were curious about them and keen to understand what mattered to them.

People and families were involved in reviews but there was a lot of engagement with families in-between times. Families told us they felt reassured by that contact.

Future care planning was in place. We suggested some more emphasis could be put on this to make sure people and families had a chance to explore what the future could hold. Planning ahead can help people to have more control and choice over their care and support.

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 |
| How well is our care and support planned? | 5 - Very Good |
| 5.1 Assessment and personal planning reflects people's outcomes and wishes | 5 - Very Good |

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