

Westacres Care Home Service

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Type of inspection:
Unannounced

Completed on:
19 December 2022

Service provided by:
Newark Care

Service provider number:
SP2003002370

Service no:
CS2003010478

About the service

Westacres care home is registered with the Care Inspectorate to provide a care service for 40 older people. The provider is Newark Care.

The home is situated on a private housing estate in Newton Mearns. The purpose-built property is on three floors with the residents' accommodation on the ground and first floors. People have access to well-maintained gardens with seating areas, and some off-street parking. The service is close to local amenities and transport links.

About the inspection

This was an unannounced inspection that took place on 14, 15 and 19 December 2022. 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 six people using the service and 10 of their families
- Spoke with staff and management
- Observed practice and daily life
- Reviewed documents
- Obtained feedback from visiting professionals.

Key messages

- People's health needs were escalated to other health professionals when needed.
- The staff team worked hard to ensure the care home was kept extremely clean.
- People and their representatives were involved in planning their support.
- The staff team knew residents very well.
- Communication with families was very good.

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?	4 - Good
How good is our leadership?	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?

4 - Good

We made an evaluation of good for this key question, as several important strengths taken together clearly outweighed the areas for improvement. Although some improvements were needed, strengths had a positive impact on people's experiences.

People received good support to attend to their needs, with staff responding appropriately to any changes in health or following any accidents people had. This meant that people received prompt medical attention should they need it, as well as support from other allied professionals such as social workers and nurse specialists. We spoke with a visiting professional who confirmed their advice was acted upon, and details of their input documented.

People experienced warmth, kindness, and compassion in how they were supported and cared for. The service was good at ensuring people maintained relationships with those important to them. Friends and relatives were made to feel very welcome, and people were supported to build and maintain community links where this was appropriate to their needs. This helped people to maintain their sense of identity and continue with meaningful relationships they had prior to and since moving into the home. One relative reported being very happy with the care their loved one received and knew that they were safe.

People could be assured that they had a personal plan in place that included relevant risk assessments. These were then used to inform the care plans. Overall, there was good detail to guide staff around how best to care and support for each person.

Staff were attentive to people's needs. Support with eating and drinking was undertaken in a dignified way. Mealtimes were well staffed, and people were not kept waiting for their meals or being rushed. The staff knew people's preferences and good quality meals and snacks were available for people. This meant people enjoyed their meal time experience. One relative told us, "The food is brilliant, my relative thinks it's great."

People's families told us that they received regular communication from the service throughout the pandemic regarding changing guidance and visiting rules and were very appreciative of this. We noted that the service had been creative to ensure people had meaningful contact with families and friends throughout the pandemic, using outdoor spaces, technology, and different access routes. This meant that people's relatives and friends were supported to see them day-to-day and be directly involved in providing care and support if that was what the person wanted.

Families told us that staff and management were approachable, knowledgeable and friendly. They added that they received prompt notifications of any concerns and felt that the service had people's health and wellbeing at heart. This meant that people felt listened to and taken seriously if they had a concern, with appropriate assessments and referrals made.

People enjoyed a wide range of activities and opportunities to develop new friendships. The service had been very creative in ensuring people accessed activities and events that were important to them. We saw there was a wide range of activities that supported people to get the most out of life. The service had an enabling attitude and belief in people's potential. There were systems in place to ensure the safe and effective cleaning of all areas of the home.

The care home was clean and fresh and was a very pleasant environment. We found that the service upheld very good standards of infection prevention and control. Personal protective equipment (PPE) was accessible and there were ample facilities for handwashing and correct disposal of PPE. Regular checks occurred on hand hygiene, use of PPE and infection prevention and control. We observed staff using PPE appropriately. This demonstrated staff understood infection prevention and control standards and the risk of infection was reduced, contributing to keeping people safe.

A serious incident had recently occurred at the home, and we looked at how the service had responded to this. We were reassured that systems and measures had been enhanced to minimise the risk of any similar recurrence. We asked the service to include a clinical debriefing and to adopt a lessons-learned approach as part of their organisational investigation. We also suggested that a protocol be devised and introduced to guide the response of staff when faced with an extraordinary event or occurrence (see area for improvement 1).

Areas for improvement

1. The provider should develop and implement a protocol to guide staff on how to respond to extraordinary events or occurrences.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

How good is our leadership?

5 - Very Good

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

The management team was committed to ensuring people were well cared for. They were well supported by a very experienced staff team. Staff and management demonstrated that they had the skills, capacity, and systems in place to identify risks and drive improvement. One relative told us, "The home has a nice feel about it and the manager is very approachable."

People could be assured that there were systems in place to monitor standards of care within the care home. We found that this included audits for key areas including nutrition and falls. The benefit of this was that any actions needed were discussed to ensure they were appropriate and whether anything could be done differently to improve outcomes for people.

There was an overall improvement plan that was a dynamic working document. This was a very good tool that enabled the manager to identify areas needing improved and how best to go about this to direct improvement across the service.

Feedback from staff and families indicated that management were very approachable and supportive, and we heard that there was very good team working. A relative said, "I think the home is fabulous, they do a very good job in very difficult circumstances."

Staff described receiving regular feedback and supervision, with an open-door policy to the management team that enabled guidance and support as needed. This helped to ensure that people's needs were met well whilst also supporting staff development. Staff told us that they felt valued, included, and listened to by the management team.

There was a positive culture and ethos of continuous improvement and development. This was led by the management team, but staff at all levels were able to describe and demonstrate it. We saw a respectful and supportive team who shared the aims and values of the service. This meant that people living in the home were cared for and supported by a dedicated and positive workforce.

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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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