

Stanely Park Care Home Care Home Service

35a Stanely Road
Paisley
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Telephone: 0141 884 7617

Type of inspection: Unannounced
Inspection completed on: 11 October 2016

Service provided by:
Stanely Homes Limited

Service provider number:
SP2009010206

Care service number:
CS2008184016

About the service

Stanely Park Care Home is owned and managed by Pacific Care Ltd. It is situated in a residential area of Paisley within reasonable reach of most local amenities.

The home provides care for a maximum of 35 older people, on the day of the inspection there were 31 people living in the home. Accommodation is provided over three levels. The home is purpose built and provides bedrooms with en suite facilities, lounge and dining areas, sun room and a large garden.

The philosophy of the home states: "It is the objective of Stanely Park that all service users will live in a clean, safe environment and be treated with care, dignity, respect and sensitivity to meet the individual needs and abilities of the service user".

What people told us

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

We sent questionnaires to the manager to distribute to residents and relatives. Twenty-two residents and six relatives returned completed questionnaires. They were all very happy with the quality of care received. Comments were:

"I like living here, the staff usually act on my suggestions"

"there are meetings and things going on but I would rather say things off the cuff, just as good"

"There are computers and things we can use to talk to people that's good"

"I am content to live her, the staff are good to me"

"I am very happy living here"

"I can't believe I don't have my own house any more, but I feel safe and comfortable here".

An inspection volunteer, who is a person who has experience of using care services, spoke with eight residents who were very positive about living in the home.

We also used the Short Observation Framework for Inspection (SOFI 2) to directly observe the experience and outcomes for people who were unable to tell us their views.

Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider.

The provider identified what it thought the service did well and gave examples of improvements in staff training and in the quality of the environment. The self-assessment clearly identified some key areas that the provider believed can be improved and showed how the service intended to do this. The provider told us how the people who used the care service had taken part in the self-assessment process and how their feedback directed the development of their plans for improving the service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

Stanely Park has a welcoming and friendly atmosphere and a motivated and well-managed staff group.

The service was responding well to ideas from residents and their families and keen to develop on the already very good standards of care being provided. This included action to reduce the number of shared rooms in the home.

Staff supported people with warmth and genuine concern. The staff took time for people to be as independent as possible making the most of their skills and not rushing them. People appeared interested and engaged in the activities in the lounge and laughter and friendships were evident in the group.

Staff were very committed to their work with people who use the service and had improved individual opportunities and outcomes for them. Staff were fully aware of people's individual interests and health care needs and were taking both into account fully when care planning and reviewing.

We saw that activities were available each day, which were stimulating for people and were carried out in a relaxed and involving fashion. People told us that they found the activities involving and worthwhile.

We saw that staff used a person centred approach to supporting people.

We saw that people's health care needs were responded to efficiently and there was good liaison between the service and other professionals.

A sample of medication records viewed showed a good use of 'as required' protocols and recording when medication was refused or withheld. We saw that regular audits were carried out to monitor staff practice and ensure that residents received their prescribed medication.

We were satisfied with the service's protection procedures and staff awareness of the rights of residents.

Staff told us that they believed they were encouraged and supported to make decisions and to become more involved in the running of the service. They confirmed that they were therefore encouraged to take leadership and responsibility for their practice. We believe that this is a result of the management teams plans to develop leadership, as shown in the service development plan.

The service had developed person centred methods of assessing the experience of people such as the "Dementia Care Audit". This method used person centred principles to assess the quality of support offered to people living with dementia. We discussed with the management team that these principles are evident within the service and could be readily adopted within the care planning system.

We believe that this represents the clear intentions of the management team to improve the quality of life for people who live with dementia. It also supports their intentions to use reflective practice to improve staff knowledge and awareness of expected standards

From observing interactions between residents and staff, viewing documentation, speaking with residents, relatives and staff, we found that people's care needs were being met to an excellent standard.

What the service could do better

We welcome the improvements made to the care planning system used to support residents. However the system needs to reflect the person centred thinking and attitudes which were evident during the inspection. We have made a recommendation about this.

The service should meet its targets to ensure all staff have attained the relevant skill level in dementia awareness. We have made a recommendation about this.

The audit system should be developed to ensure any possible protection or safeguarding issues are identified and reported.

The service should decide upon the occupancy levels when the reductions in shared rooms is complete. This should be communicated to residents and families. The Care Inspectorate should then be notified.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The service should continue to develop support plans to meet their stated aims and objectives of being person centred and outcome focused. The care plans should reflect the abilities and choices of the person which would be in keeping with staff practice. The service should consider the models referenced in "Promoting Excellence" and in other models.

National Care Standards, Care Homes for Older People, Standard 6: Support Arrangements.

2. The service should continue to develop staff knowledge and skill in supporting people who live with dementia. Dementia awareness training which is compatible with the "Promoting Excellence" framework should be provided by the service.

National Care Standards, Care Homes for Older People, Standard 5; Management and Staffing Arrangements.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
14 Jul 2015	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing 5 - Very good Management and leadership 5 - Very good
11 Jul 2014	Unannounced	Care and support 5 - Very good Environment 6 - Excellent Staffing 5 - Very good Management and leadership 5 - Very good
28 Aug 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
13 Dec 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
16 Dec 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
21 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
11 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
3 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good

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