

Stanely Park Care Home Care Home Service

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Telephone: 0141 884 7617

Type of inspection:

Unannounced

Completed on:

24 August 2018

Service provided by:

Stanely Homes Limited

Service provider number:

SP2009010206

Service no:

CS2008184016

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Stanely Park Care Home is around a mile from Paisley town centre, in the residential area of Balgonie. It is a purpose built care home with accommodation over three levels. Most rooms are for individuals with a small number of shared rooms. It is registered to provide 40 places for older people. At the time of our inspection there were 34 residents, reflecting the service's intention to reduce the number of shared rooms.

The philosophy of the service 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".

It is owned and operated by Pacific Care Ltd.

What people told us

We spoke with 12 residents and three family members. We also received eight responses to our postal survey. Some of the comments people made included:

'Excellent, professional caring staff.'

'It's good we don't have a big staff turnover here.'

'It's not home but it is good overall.'

'Staff are very nice, generally alright.'

'Food is very good.'

'I enjoy the trips with fish supper and Irn Bru on the bus.'

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?	3 - Adequate
How good is our leadership?	not assessed
How good is our staffing?	not assessed

How good is our setting?	not assessed
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?

3 - Adequate

People living in Stanely Park Care Home and their families were very satisfied with the care they received. Staff were caring, respectful and familiar with people's individual support needs.

Residents were encouraged to engage with each other and friendships had developed as a result.

The service provided a range of activities both in and outside the home. These included games involving gentle exercises, reminiscence groups and bus trips. Residents told us they appreciated the variety of choices. We also saw staff taking time with individual residents for example playing a board games and discussing newspapers. These things helped stimulate people and keep them active.

We saw that people had a good choice at meal times and they told us the quality of food was very good. We also saw staff offering snacks and drinks between meals. The chef and kitchen staff took time to talk to residents at mealtimes to discuss the food on offer.

Relatives told us that they were kept up to date. They said they were asked for their views on the care provided and always invited to formal review meetings.

Many of the care plans we saw were well written and made clear the support needs and desired outcomes for the individual person.

Medication is very important for many people receiving care. When people require support with this, that support should be consistent. Staff involved in managing medication should ensure accurate records are kept. This helps ensure the individual benefits from the medication and is kept safe. When we examined the service's medication records we had a number of important concerns. These included gaps in recordings and changes made without explanation. We were also concerned that some residents were receiving anti-psychotic medicines for a number of years without a review. We make a requirement on medication to ensure these issues are addressed.

Requirements

1. The provider must ensure that medication support safeguards the health and wellbeing of people and keeps them safe. In order to do this the provide must:

- Review the training and support provided to staff who administer medication to ensure their work reflects best practice.
- Ensure staff understand their roles and responsibilities in providing support with medication.
- Introduce a system of regular audits of medication records by management to maintain safe practice.

- Request from appropriate health professionals reviews of residents who have been on anti-psychotic medication for 6 months or more.
- Introduce a system of regular reviews of all medication for all residents supported with this aspect of their care.

The provider should develop an action plan detailing how and when these improvements will be achieved. This must be submitted to the Care Inspectorate by 14 November 2018.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Scottish Statutory Instrument 210, Regulation 4 (1)(a) - a Regulation to make proper provision for the health, welfare and safety of service users, and, Regulation 15 (b) (i) - a Regulation about staff having appropriate training for the work they are to perform.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

Some residents required the service to help them maintain good health by monitoring things like skin condition, food and fluid intake. The records kept were well maintained, up to date and used to make changes to the supports provided if necessary.

The service had encouraged some residents and families to think about what care they might like at the end of life and in medical emergencies. We saw that these were properly and sensitively recorded.

We saw that the support provided to residents was regularly reviewed. Residents and their families were involved in these reviews and encouraged to express their opinions. Where residents might be at risk, for instance because of falls, these risks were also regularly reviewed. The record of care and support provided was changed, if appropriate, following reviews. This meant that the supports continued to be focussed on achieving the best possible outcomes for residents.

The service had begun to make support plans more person centred and outcome focussed. We saw some good examples of this. The service could do more to develop this approach for all residents and we have made this an area for improvement. See Area for Improvement 1.

Areas for improvement

1. Care plans should include residents' interests, experiences and aspirations. The care plans should be used to determine kind of supports required to help residents' achieve the best possible outcomes.

This is to ensure the care and support provided is consistent with the Health and Social Care Standards, which state:

'My personal plan is right for me because it sets out how my needs are to be met, as well as my wishes and choices. (HSCS 1.15)

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

The service should continue to develop support plans to meet their stated aims and objectives of being person centred and outcome focussed. The care plans should reflect the abilities and choices of the person which would be in keeping with staff practice.

This area for improvement was made on 27 October 2017.

Action taken since then

Service has begun to develop this area but not yet met recommendation.

Previous area for improvement 2

The service should ensure the agreed skill mix is met on all shifts. To vary the staffing schedule, an application needs to be submitted to the Care Inspectorate.

This area for improvement was made on 27 October 2017.

Action taken since then

At the time of inspection the recommendation had been met. Services are no longer required to submit staffing schedules to the Care Inspectorate.

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?	3 - Adequate
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	3 - Adequate
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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