

# Stanely Park Care Home Care Home Service

35a Stanely Road  
Paisley  
PA2 6HJ

Telephone: 0141 884 7617

**Type of inspection:**

Unannounced

**Completed on:**

4 October 2019

**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](http://www.careinspectorate.com)

Stanely Park Care Home has been registered with the Care Inspectorate since 2011.

The service is around a mile from Paisley town centre with some nearby public transport links. It is a purpose built care home. It has residents' rooms on three floors, lounge and dining facilities and a garden area.

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".

The service is part of Pacific Care Limited.

## What people told us

At the time of our inspection the service supported 31 residents. We met with five residents and six family members or friends of residents. Five residents and two family members also completed our postal survey.

People were very happy with the care and support they received from the service. Comments included:

'The staff are very good. Meals not always to my liking but staff happy to offer alternatives.'

'Staff are lovely, love their company. Food is good and good choice and portion.'

'It's nice. Yes I like it here. Staff are good'.

'It's nice here. Staff are always nice'.

'I quite like it here. I get on well with the staff. Overall it's really not bad here.'

Family members and friends of people staying at Stanely Park were equally satisfied. Their comments included:

'As soon as you enter you can feel the friendly warm atmosphere. She is treated so well by all the staff and the variety of activities and the entertainment is really great. Compliments also to the chef who makes fabulous meals and delicious cakes for the residents.'

'She is now socialising and has a better quality of life. Quality of care and support is excellent.'

'Fantastic place. She goes on outings, has regained weight since arriving. The family is kept up to date. No issues. Staff always caring.'

'Very well run. She enjoys the food, staff get her involved in activities, goes on trips, enjoys sing- songs. Family kept informed and involved in reviews.'

'She has settled very well. Very happy to be staying at Stanely Park. Staff go out of their way.'

'Mum's care has always been excellent. The quality of care and healthcare was always good. Her needs were always met. I think the staff's approach to the families is always excellent. We work well together - it's now like an extended family. There is a lot of consistency of staff.'

'It's very good. It lived up to my expectations. Everybody is open and chatty. The care has been excellent. Staff and manager are very approachable and I know all staff very well.'

## 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 leadership?	5 - Very Good
How good is our staffing?	5 - Very Good
How good is our setting?	4 - 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**

Residents told us they enjoyed living at Stanely Park. They said they enjoyed the company of staff and staff knew the people they supported and we could see they treated them with warmth and respect.

The service provided a wide range of activities to help people keep active and stimulated. This included quizzes, music concerts, and pamper sessions. Outside activities included boat outings, trips to coffee mornings and assisted cycling. The service had strong connections with local nurseries, schools and a centre for young people with additional support needs. This was important in keeping residents connected with their community and maintaining links between different generations. Residents told us they were encouraged to take part but staff respected their choices.

Residents told us how much they enjoyed the food they ate. They said it was tasty and the portions were good. People were given a choice of meals. Mealtimes were relaxed, with people chatting to each other. We saw that the food provided was nutritious and attractively presented. Snacks and drinks were available between meals and we saw staff coaxing people to eat and drink. This approach helped ensure people were nourished and hydrated throughout the day and evening.

The service worked closely with health care services to help maintain and promote wellbeing. We saw that the service supported people with medication professionally and safely.

## How good is our leadership?

**5 - Very Good**

We made a requirement at our last inspection about how the service should improve how it supports residents with medications. We saw significant progress had been made on this. Staff had received further training, the manager overseen how people were supported and records had improved. The service requested GP's review residents' medication. This all helped ensure that people received the correct medication and the medication continued to benefit them to remain healthy.

The service had a relevant development plan in place which looked at ways to improve outcomes for people. This included improvements to the building and grounds, as well as continued upgrading of furniture within the home. The plan detailed enhanced training for staff on areas like dementia and outcomes for people.

The manager had begun to audit support plans on a regular basis to ensure they reflect the service's intended standards. Medication practices and records were also audited by the manager to keep people safe and healthy.

The service had begun discussions with residents and families on choices for end of life care. This helps people, if they wish, to think about the care and arrangements they would like to see in place at that time of life.

## How good is our staff team?

**5 - Very Good**

We saw staff acting professionally and confidently in supporting residents. They co-operated with each other when, for instance, supporting people to move safely. Staff told us they felt well supported on a day to day basis. New staff were supported by more experienced staff during their probationary period. Staff were appropriately trained in important areas like assisting people to move safely and caring for people with dementia. Staff were aware of their responsibilities in looking after vulnerable people and how to keep them safe.

Staff were respectful and patient when dealing with people. They knew people well and helped them relax and enjoy whatever they were doing. When people required support going to the toilet this was provided discretely.

From speaking to staff and looking at records we saw staff had supervision on a regular basis. This allowed staff and managers opportunities to look at how staff could be developed in their roles. It provided the time to discuss how people were supported and any changes that might be required.

Senior staff were responsible in supporting people with medication. We saw that they were confident in their work and had benefitted from recent refresher training on medication.

Most staff had a good understanding of the Health and Care Standards. The standards explain what people and families can expect of care services in Scotland. The standards provide guidance to services on acceptable standards.

## How good is our setting?

**4 - Good**

The care home is warm and welcoming. Since our last inspection furnishings have been upgraded and flooring improved. A lift allows residents to move safely between floors.

Residents told us they found their rooms comfortable and the service made efforts to make them homely. They are able to move between different areas of the home as it suits them.

A well-tended back garden is not accessible to most residents because of steep slopes. The manager told us improvements to this were seen as a priority. We look forward to seeing developments at future inspections.

## How well is our care and support planned?

**5 - Very Good**

At our last inspection, we identified residents' support plans as an area for improvement. We said they could be improved by identifying how the service could support people to achieve outcomes important to them.

At this inspection we could see the service had made progress in this area. Support plans were well organised, mostly person centred and provided staff with guidance on how best to support them. The service could further improve the plans by including specific information on people's employment history and experiences.

Reviews of care took place on a regular basis. Families told us they were encouraged to be involved and give their views. We saw from records that residents who were able to express their views were encouraged to do so.

The manager had started to monitor the quality of support plans, including recordings and reviews. We will look at this at future inspections.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 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.

**This requirement was made on 18 October 2018.**

### Action taken on previous requirement

Staff have had refresher training in SVQ 2, senior staff SVQ 3. Process and procedure reinforced with staff. The manager now audits medication processes. GP's contacted and request review of medications, with some success.

**Met - within timescales**

## 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

Care plans should include residents' interests, experiences and aspirations. The care plans should be used to determine the 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)

**This area for improvement was made on 24 August 2018.**

#### Action taken since then

The service has trained all staff in outcome focussed care. Most staff are familiar with outcomes. Care plans show improvement overall. Outcomes focus features as priority in service's development plan.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
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	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good
How good is our staff team?	5 - Very Good
3.3 Staffing levels and mix meet people's needs, with staff working well together	5 - Very Good
How good is our setting?	4 - Good
4.2 The setting promotes and enables people's independence	4 - Good
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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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

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