

Stanely Park Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
11 November 2022

Service provided by:
Stanely Homes Limited

Service provider number:
SP2009010206

Service no:
CS2008184016

About the service

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

This service is around one mile from Paisley town centre with some nearby public transport links. It is a purpose built care home. It is split over 3 levels, has bedrooms on each floor, 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.

About the inspection

This was an unannounced inspection which took place on 10 and 11 November 2022 between 07:00 and 16:30. 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:

- Observed approximately 25 residents;
- Spoke with four people using the service and eight of their family/friends;
- Spoke with 12 staff and management;
- Observed practice and daily life;
- Reviewed documents.

Key messages

- People enjoyed living in Stanely Park, and their families and friends are always welcome to visit.
- The service benefits from a strong, visible leadership team.
- Quality Assurance systems were robust and inclusive of all members of the team.
- Staff are well trained, respectful, and compassionate when it comes to providing support.
- Staff have developed strong relationships with the people receiving care within the service.
- The service was clean and tidy throughout.
- Infection Prevention and Control is a priority within the home with all staff aware of their roles in ensuring this.

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

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.

During the inspection we randomly sampled a range of care plans being used across the service. These were found to be very well presented and inclusive of a wide range of person centred detail on the needs, wishes, and requirements of those people receiving support. The care plans supported informed decisions being taken in relation to the care and support of residents. The plans contained a range of good practice tools, reviews, and risk assessments.

The service has worked hard to develop and maintain close links with external healthcare professionals, who visited regularly. All interactions with external colleagues has been documented appropriately within care plans, meaning that direction and guidance provided can be reviewed and updated, as and when necessary. A robust and effective care planning system contributes positively to a service being able to support the health and wellbeing requirements of people receiving support.

We observed a warm and homely atmosphere within Stanely Park during the inspection. Mealtimes were seen to be a pleasant time where people could choose to sit with friends/fellow residents, eat on their own, or in their rooms in private, depending on their choices. The food offered to residents was varied and appetising. People informed us that they were very happy with the choice and quality of food provided to them. During the course of our inspection, we observed people being offered regular snacks and drinks.

Medications play a vital role in the continued support within care homes. During this inspection we noted the existence of a robust medication support system. Staff were well trained in administering medications according to best practice. Effective record keeping was evident, as well as protocols, to ensure the continued safety of residents in areas such as required and covert medications. This meant that we were satisfied that medications were being provided to residents safely and in line with their own personal needs.

Residents in care homes must be able to receive visitors to their homes at times of their own choosing. We were pleased to see that the service was working within the Scottish Government's 'Open with Care' guidance by providing an open door policy for visitors. This meant that families, friends, and others who wished to visit were able to do so freely, and were received warmly by the staff within the home. By doing so, the rights of people using the service were being upheld by encouraging frequent visits to the home.

The home was very well presented, clean, and maintained to a high standard. We spoke with members of the housekeeping staff who were able to discuss in detail their responsibilities within the home, and how they use enhanced cleaning procedures in order to provide a safe and clean environment for people to use. Cleaning schedules were in place and adhered to.

Infection Prevention and Control (IPC) is a priority within Stanely Park. We noted staff using the Personal Protective Equipment (PPE) provided to them appropriately throughout our visit. This included good use of hand hygiene procedures across all areas of the home. PPE stations were positioned well around the home and we observed them to be well stocked and maintained.

During discussions with residents in their rooms, we were able to assess their surroundings, finding them to be cleaned frequently and to a high standard. Residents and their families who we spoke with were generally very happy with the environment of the home.

Enhanced cleaning and IPC have become focal points in the scrutiny and assurance of care homes throughout the pandemic. We were pleased to note that the service had been working effectively and in line with guidance such as the Infection Prevention and Control Manual for older people and adult care homes.

How good is our leadership?

5 - Very Good

We found significant strengths in the quality assurance and improvement activities in the service. Robust oversight and effective action planning supported positive outcomes for people, therefore, we evaluated this key question as very good.

We observed the service being led both effectively and efficiently during the inspection. A strong and knowledgeable managerial presence meant that staff were able to follow an experienced role model, and work together as a team to provide a safe and quality service for those receiving support.

We observed the care and support of residents to be of a high standard during this visit. People were treated with respect and dignity at all times. In using the well developed care and support plans, staff were able to fully understand the needs of those being supported and ensure that person centred care was delivered at all times.

Observational monitoring of staff is a frequent occurrence within the home. This means that staff are used to their practice being assessed, and in turn, discussed with them during supervision sessions in order to ensure consistent development is achieved. These monitoring sessions form part of a wider, robust quality assurance system within the home. Other checks which take place include, but are not limited to: Care plan audits; medication audits; maintenance checks; activity and participation checks; and first impression checks. All audits were noted to include an action plan at its conclusion which detailed any work to be done to ensure improvement. This included a note of who was responsible and an appropriate timescale for its completion.

The service was able to effectively use the audits completed to inform its service improvement plan for the year. This is an ever-evolving document which demonstrated the services commitment to improvement clearly. It was positive to see that a range of staff members were noted to be involved and responsible for some of the improvements, meaning that the responsibility for working to develop the service fell across the entire group, rather than to a select few individuals.

Any inspection undertaken by the Care Inspectorate calls for a number of core assurances to be assessed. These assurances include, but are not limited to: Checks on staff recruitment; maintenance records; adult protection issues; incident and accident records. Within Stanely Park we assessed these areas to be robustly managed, and in turn, contributed to the safe and effective overall leadership of the service.

Staff we spoke with during the inspection were very positive when describing their experiences of working within the home. People felt listened to and valued in their work. We were told that people felt confident in the overall ability of the provider, who ensured that all necessary materials and equipment that was needed was in place for staff to use, in order to benefit residents.

Staff had access to a range of both face to face and online e-learning for the purposes of developing their skills and knowledge in their roles. We noted a number of courses which had been undertaken to include: Infection Prevention and Control, Dementia Learning and Promoting Excellence, Equality and Diversity, Meaningful Activity, and Medication training. All courses offered to staff are in line with the developing needs of the residents within the home.

When speaking to residents families, many informed us that they felt the skills and abilities of the staff were good and that they were pleased with the care and support provided by them. Comments included:

- "The staff cant do enough for my mum, I leave here after every visit feeling that she is in good hands and is well looked after."
- "The staff are well trained."

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
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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