

# Willowbank Care Home Service

56 Maule Street  
Carnoustie  
DD7 6AB

Telephone: 01241 852160

**Type of inspection:**

Unannounced

**Completed on:**

25 June 2018

**Service provided by:**

Balhousie Care Limited

**Service provider number:**

SP2010011109

**Service no:**

CS2003000403

## About the service

Willowbank Care Home is registered to provide care for up to a maximum of 40 older people. The service is part of the Balhousie Care Group and was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The home is situated in the seaside town of Carnoustie in the county of Angus, near to local amenities, and is convenient for local services and public transport. Accommodation is provided from a two-storey building, which is accessible by passenger lift.

The aims and objectives for the service were:

"To deliver exceptional customer satisfaction through commitment to good quality care in a responsive and understanding atmosphere."

## What people told us

We received back 12 out of 30 Care Standards Questionnaires (CSQs) we sent to the service to randomly distribute to service users and their families and friends. We asked their views on 25 quality statements about the service's care, environment, staffing and management. Most returns highlighted that people strongly agreed that the quality of care was of a good standard.

We spent time speaking with people at the service and relatives during the inspection. We also received four questionnaires from staff, who said felt very supported by the management team. The comments and feedback in these CSQs and in person included the following:

From people in the service:

- it's very comfy here
- I like it here, everyone is so nice
- no complaints - the staff are very good
- I'm treated with respect by everyone
- always something to do
- I feel very safe here
- the staff are first class, they go over-board to meet everyones' needs.

From relatives:

- the quality of care is very good
- very happy with the care
- always in touch by phone to keep us updated in all avenues
- the staff are really lovely and work hard
- I have no concerns at all
- It's a nice place
- staff are friendly - I can't fault them.

From staff:

- everyone works together
- it's a happy place to work
- the training is very good
- I feel supported by the manager
- it's a friendly team
- I'm still learning my role, the manager always has time to help.

## Self assessment

Every year all care services must complete a self-assessment form telling us how their service is performing. A self-assessment was not required to be completed at this inspection, however the manager spoke about their goals and aspirations for the forthcoming year. The service was presently further developing an improvement plan which was discussed at the inspection.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	4 - Good

## What the service does well

We found the performance of the service for quality theme care and support to be very good and management and leadership to be good.

People should expect that they are valued and treated with respect. We were pleased to see staff and residents interacting with each other with good use of humour and fun. We saw that mealtimes were relaxed and that staff supported people who had additional support needs with sensitivity and respect. In addition, we found that people's preferences were respected and alternative choices offered. People told us that the meals were enjoyable.

Support plans were detailed, and reflected how each person liked to be supported; in addition, there was good evidence that people had regular access to their GP, and other peripatetic supports.

People were supported to be independent and to make choices, according to their abilities. Where people could not express their wishes clearly, we saw that staff took time to understand what they wanted. Interaction with others was encouraged and family and friends were welcomed into the home.

People at Willowbank were encouraged to express their views. We saw where suggestions had been made, that these had been acted upon and changes made.

People were involved in the planning and reviewing of their support. Some people had been appointed a guardian or 'Power of Attorney' to help and advice about decisions that may impact on their welfare. It was clear in care plans where there were restrictions on people's independence, control, choices, and the agreements made with legal representatives.

People could choose from a range of activities arranged within the home if they wanted to. Some of these were group activities but we heard that staff took time to spend time with people on an individual basis if this was preferred.

People were encouraged to maintain their links with the local community, such as going to the local bowling club and attending community events. The service is looking at further developing meaningful interests for the men's group. This development continues.

We saw that people had been involved in suggesting ideas to improve the environment. There was a plan in place to carry on with further refurbishment.

Through speaking with staff and observing practice, we saw that staff demonstrated a good understanding of people's individual needs. Care plan records highlighted the assessment, planning and evaluation of care. Care plans were person-centred, but plans could be more detailed, making it easier for staff to understand how to support people. People felt that the support they received was meeting their needs.

We saw that the team was working well together, to provide better outcomes for people. Residents, relatives and staff told us they had seen some improvements. Staffing levels were good, the teams worked well, communication was good as was training. Staff said they felt confident in their role and were valued as individuals and as a team.

We saw that staff played a part in suggesting ideas for the service. Staff were very familiar with the Scottish Social Services' (SSSC) Codes of Practice, all staff and management were registered with the appropriate professional body, and safe recruitment procedures were supported.

Quality assurance was enabled through the undertaking of a number of audits. These were used to identify areas of good practice or development actions needed. Examples included; care records, accident & incident, observation of practice and medication and supervision. However, there was room for improvement.

We discussed with staff and management various best practice initiatives including accessing websites such as the Care Inspectorate 'The Hub', Social Services Knowledge Scotland, 'Personal Outcomes Network', 'The badges scheme', Supervision Learning resource and other Scottish Social Services Council literature. We asked the management to share these good practice guides with the team and left information.

## What the service could do better

While we evidenced improvements across the service, there is a need to continue with this approach, and ensure the successes and improvements continue, are embedded and sustained.

We noted that work had been undertaken, to improve support plans, which were more person-centred, and provided good evidence of how people liked to be supported. However, we found that there were missed opportunities in the recording of outcomes for individuals, to celebrate how the service had supported people to maintain skills and interests. This should be further developed within the six monthly reviews, making it more outcome focused.

We suggested that the manager further develop the service improvement plan, detailing improvements and measuring successes in conjunction with the team. We discussed the roles of the depute and senior staff and felt that a clear plan would be helpful to shape the service, and promote observed and reflective practice.

We noted that the manager had not fully implemented the requirements of the organisation's induction programme. We have made a recommendation. **Refer to recommendation 1.**

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. It is recommended that the manager fully implement, support, review and monitor the induction programme for staff. This would make sure there was adequate support given to staff, including practice supervision. The team would also benefit from further developing observed practice opportunities.

**National Care Standards care homes for older people. Standard 5: management and staffing arrangements.**

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Inspection and grading history

Date	Type	Gradings
12 Jun 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
27 May 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
14 Aug 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
28 May 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
29 Aug 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
7 Mar 2013	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
17 Oct 2012	Re-grade	Care and support 2 - Weak Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
12 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 5 - Very good
1 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
14 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
19 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
8 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good
13 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 4 - Good
30 Sep 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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