

Viewpark Care Home Service

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Telephone: 0131 468 1631

Type of inspection:

Unannounced

Completed on:

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Service provided by:

Abercorn Care Ltd

Service provider number:

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Service no:

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About the service

Viewpark care home has been registered since 2007. It is registered to provide a care service to 21 older people. The home is part of a small group of three services owned by Abercorn Care Ltd, all situated close to each other. Viewpark is in Portobello, with the beach and town centre a short walk from the home. There is good access to local facilities and transport.

The home is an older style building, with a newer extension, which offers bedrooms of variable sizes, some with en suite. The bedrooms are on two floors, with a sitting room, dining room and bright conservatory on the ground floor. There is access to the enclosed courtyards and gardens.

The services' aims and objectives include: "....to assist you to obtain your maximum potential.....to be sensitive and empathetic.....to create an atmosphere of friendship and trust in which each individual is valued and respected".

What people told us

We spoke to six residents, who stay at Viewpark. We also spent time observing staff practice in the home and how the staff interacted with residents. We received very positive feedback regarding how much the residents enjoyed staying at Viewpark. The residents were happy, and staff were described as "lovely and kind". A resident told us that there was "not a thing wrong with my care. I feel everybody looks after me very well." People said that they were "very happy".

We received 11 completed questionnaires from relatives or friends of residents. The feedback, in general was very positive. However, there were comments made regarding the time restraints on staff and the social interactions with the residents. A relative told us that they were more than delighted with the care and that staff had a way of encouraging their relative to do things, but making sure it was on mum's terms. They felt the staff were so patient and kind. Viewpark was described as a "caring environment" and "although not purpose build, very homely".

We looked at the concerns raised by relatives as part of the inspection.

The views of the residents and their families have greatly informed the findings of this inspection and are included throughout this report.

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?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed

How well is our care and support planned?	4 - Good
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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 that the outcomes for the residents regarding their daily care and support to be very good. The management and staff had continued to build on the previous good standards of care and support and improved the outcomes for the residents regarding their daily lives.

We spent a considerable time observing staff practice in the home and how the staff interacted with residents, especially those who had limited communication. Although there had been some staff changes, the home had a dedicated core staff group. This continued to have a positive impact on the quality of care and support provided to the residents but also assisted in maintaining very good communication with relatives and visiting professionals. Staff were fully aware of the residents' needs, wishes and choices and were able to discuss these in detail. Staff discussed how to support a resident who became anxious or distressed. This meant the residents were experiencing the care and support that was right for them. A previous area for improvement regarding staff skills and knowledge had been addressed.

People could if they wished take part in a range of activities and events. We felt that more could be done to ensure that the new activities co-ordinator and staff continued to further develop ways in which they could assist and support people to get the most out of life. This would mean that people were further enabled and supported to spend time doing things that were important to them. There was a feeling of life in the home. Some people just liked to spend their time doing their own thing, either in their rooms or in one of the seating areas. One lady just wished to sit and watch the day go by. There was a genuine focus on improving and enhancing people's quality of life. This meant that people were supported in making lifestyle choices.

People were supported well with eating and drinking. Although there were no concerns raised regarding the choice of meals, we felt that more could be done to offer people a more varied choice at mealtimes. This would increase the choices available to people.

There was trust and a very good working relationship between visiting professionals and the staff. This had led to residents' healthcare needs, treatments and any interventions being addressed and managed effectively. This meant that people were not admitted to the hospital inappropriately, any treatment or referrals were made promptly, respecting people's needs and wishes. However, this was not always fully recorded or documented.

(See How well is care and support planned?)

People should benefit from a culture of continuous improvement. We found that the quality assurance processes and procedures continued to be an integral part of how the service operated. Audits had been undertaken and detailed development and improvement plans were in place to look at how they can continue to make people's life, care and support better. These plans were shared with staff on a regular basis. There was a whole team approach to improving the service. Staff spoke highly of working at Viewpark. This meant that people experienced a warm atmosphere because staff had a good working relationship. A variety of both formal and informal methods were used to seek feedback from people and relevant others. All the suggestions we made throughout the inspection process were promptly addressed or appropriate steps taken to implement.

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?

4 - Good

We evaluated the service to be performing at a good level for the quality of 'How well care and support is planned'. This means that there are a number of important strengths which, taken together, clearly outweigh areas for improvement.

People's care planning reflected their needs and wishes. The service had taken significant steps towards fully introducing a new electronic support planning system. Not all the information relating to people's care and support was fully incorporated into the system. This meant there were instances where there was no plan of how staff had identified areas of concern or how their needs will be met regarding changes in their wellbeing. We felt that more work was required to ensure that the many good practices and important strengths that had a significant positive impact on people's experiences and outcomes were being recorded. People said that they felt that the staff knew them very well and were able to give the care they wished. This meant that people experienced the care and support that was right for them. The management team and staff were working together to continue to improve the documentation. The previous area for improvement regarding personal plans had been met.

People were involved in developing and reviewing their personal plan. We found that the care review process was being used effectively to identify the people's thoughts, views or wishes. We felt that the review process could focus more on considering how the service can support people's aspirations and not just confirming that people were happy at Viewpark. This would give people the opportunity to try to make their hopes and wishes come true rather than accepting life as it is.

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

Staff should have opportunities to undertake training to support all the assessed needs and preferences of residents, to promote their well-being. Robust records of all the training completed should be available for each staff member.

This area for improvement was made on 15 February 2019.

Action taken since then

See body of report, this area for improvement was met.

Previous area for improvement 2

Each resident should have a person-centred care plan which reflects their assessed needs including their preferences, wishes and aspirations. Staff need to write all notes in person-centred, respectful manner.

This area for improvement was made on 15 February 2019.

Action taken since then

See body of report, this area for improvement was met.

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
1.1 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 well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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