

Walton House Care Home Service

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Type of inspection:

Unannounced

Completed on:

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Service provided by:

Kingdom Homes Ltd

Service provider number:

SP2003001615

Service no:

CS2017354551

About the service

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com

Walton House was registered with the Care Inspectorate in May 2018. This will be our first inspection. During this inspection we used the 'Health and Social Care Standards' to help evaluate the quality of service provided and people's experiences. The standards can be accessed at www.gov.scot.

The service is registered to provide a care service to a maximum of 40 older people, of which five may be respite services. Walton House is a newly converted building, situated close to local shops and public transport. Nursing care is delivered by the home's own nursing staff.

The service is provided by Kingdom Homes Ltd. The provider's ethos is:

- "that quality of life should never be a thing of the past..."

Information can be found on the provider website at www.kingdomhomesltd.co.uk

What people told us

Before our inspection visit we had 35 completed care standards questionnaires returned. This feedback provided very useful information in regard to the experience of people using this service. We were encouraged by the high level of satisfaction with all aspects of the service, reported.

Written comments included:

- "...I am happy with the service provided for me in Walton House".
- "I am happy with the care and support I receive as a resident of the care home. I believe I am treated as an individual and any concerns I may have are listened to".
- "the quality of care and support from the staff at this home is second to none".
- "they are all ministering angels in my book".
- "the family are completely satisfied and confident in the care being given. The staff are more than happy to help on any occasion".
- "Unobstrusive but available support. Frequent enquiries about wellbeing. Very pleasant and comfortable surroundings. Staff always acknowledge in passing. They are aware of possible friction in the dining room and act to avoid it"

"The team, led by John, have settled my (relative) into the home easily with zero stress. The whole team are focused on who is my (relative) what (do they) enjoy, what can we encourage (them) to undertake, what makes (them) happy and enjoy (their) life. The facilities are always spotless, the dining room is laid out like a restaurant with menus and tablecloths. Makes it feel empowering for the residents. The staff are always talking to the residents checking they are okay and the tea and biscuits never seem to be low in stock. Finally the team have been excellent in co-ordinating the complicated medical care my (relative) needs and they keep us in constant touch if (their) condition changes".

"Regardless of the day or time of my visits I always find my (relative) to be happy and well cared for, (their) own facilities and the home in general are always very clean and tidy. The management at Walton House is first class it is a very well run home, the staff are warm, caring and friendly, they know their residents friends and family by name and nothing is ever too much trouble for them. There is normally fresh flowers in the reception area and there is a board with names and pictures of the staff members. They also have notice boards advising visitors of activities and forthcoming events. Overall Walton House is a very happy place and I can't praise the staff enough".

"As a family we cannot praise Walton House care home highly enough, from day one they have treated my (relative) with dignity and respect. This journey has been very hard on us all as a family coping with my (relative's) dementia and having to make the decision for full time care was hard, however, John and all his staff have helped us with that process, they have helped me cope knowing my (relative) is cared for in such a caring respectful way. We always feel very welcome when we visit, it really does feel like home at Walton House".

"Overall I am happy with the support and care my relative receives within the care home. Concerns I have raised have been listened to and taken on board. Staff always helpful and polite. Manager is very approachable and genuinely concerned for residents and staff".

"My (relative) has settled in well. Any concerns raised have been dealt with swiftly. Manager and staff are very approachable. Overall very happy with the care my (relative) is receiving".

"I feel my relative is thriving as much as possible in this environment. It is very visible to me how (they) appear much more happy and content since relocating to this establishment. The staffs approach to my relative has made a huge difference to (their) quality of life in my opinion. Communication links, support, care, safety and my relatives needs are all being met. I am thankful that (they) are here at Walton House".

"..... I cannot fault the support myself and (relative) receive from staff and management at Walton House. Since moving to Walton House my (relative's) life has changed completely the staff understand my (relative) and help support us on (their) journey".

"When we have raised concerns they were resolved very promptly and to our satisfaction. John the manager has our full confidence in him".

"After some initial minor concerns and issues we met with the manager who rectified all concerns within 24 hour period. We were more than happy with the outcome and since have had no complaints. All staff are approachable and provide the utmost attention and care to my (relative). This was an extremely difficult decision moving my (relative) to care, John provided us with emotional support, lots of information and reassurance throughout this difficult time".

We also received six completed staff questionnaires and there were no concerns raised.

Comments included:

- "I have worked for the company for almost 10 years and Walton House is the best nursing home I have been in. Manager is brilliant and very hands on and approachable. Great energy about the place and family atmosphere".
- "I have worked in care homes for many years. The standard and quality of Walton House has outshined any other home/company I have worked for. It is a pleasure to come to work and to be part of an amazing team. I have never felt so safe, content and happy in a working environment until I started my role in Walton House. My manager John is very supportive and approachable and I feel privileged to be part of his team and a member of his staff. The standard of care here is phenomenal, the exact place I would want any of my relatives to be if necessary".
- "Walton House is a great nursing home providing first class person centred care catering for each individual service users needs with amazing staff and manager who goes above and beyond every day, as does everyone".

This inspection benefited from support from our Inspection Volunteer Scheme* Our inspection volunteer said they would be happy to have their relative living in Walton House.

During our inspection visit, we spoke with 12 people accessing short stay or living in Walton House long-term. They expressed a high level of satisfaction with the care and support they received, held staff in high regard and were happy with the facilities.

We also carried out a SOFI 2** observation over a lunch time and were encouraged by the quality of the dining experience enjoyed by people. All staff interactions with residents were good. There was a consistent approach from staff who displayed warmth and respect for the people in their care. No-one was rushed and maintaining independence was seen as a priority which in turn supported choice.

*An inspection volunteer is a member of the public who volunteers to work alongside the care inspectorate inspectors during the inspection process. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who uses or has used services.

The inspection volunteer's role is to speak to people using the service (and potentially their family carers, friends or representatives) being inspected and gather their views. In addition, where the inspection volunteer makes their own observations from their perspective as a recipient or a carer, these may also be recorded.

**SOFI 2 is a Short Observational Framework for Inspection. We use SOFI 2 as a tool to assist us in directly observing the experience and outcomes for people who are unable to tell us their views.

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?	4 - 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

People using registered care services can expect to experience high quality care and support where they and/or their representatives are fully involved in decisions made about their care and support. We evaluated Walton House as very good. Following our observations, discussions and sampling records, we could be confident that the service was supporting positive outcomes for people. We were encouraged by the performance of staff and management which reflected a positive approach to learning from their experience and the desire to improve.

Staff demonstrated compassion in terms of a caring and patient approach to the delivery of care and support. All observed interactions were good with warmth, respect and good humour. We discussed further developing staff understanding of the health and social care standards to enhance their day-to-day practice and terms of reference.

Feedback from residents and visitors was very positive and included them feeling involved, listened to and important. Our own observations verified residents' rights were being respected and we could be confident in their independence and privacy being maintained. Relatives verified that the opportunity to remain connected when living in Walton House had had a positive impact on their loved ones wellbeing. This in turn had contributed to their own sense of wellbeing.

It was reassuring to hear that staff were held in high regard, meals were enjoyed and there was confidence around the management of any changes resulting from illness or living with long-term conditions. Staff demonstrated a clear understanding of their role and responsibilities. Residents reported feeling safe and we discussed further developing activities and around the traditional management of a secure door entry.

We were encouraged by the ongoing development of personal support plans. We could see an opportunity to develop the records in place to support people accessing short stay. The manager had identified the management of medication as a focus for improvement and we felt confident in his approach to ensuring a consistently high standard of staff performance. We were reassured by the provision of nursing care in terms of the process of assessment and access to other people and professionals as required.

How good is our leadership?

5 - Very Good

People using registered services can expect they experience care and support that provides them with confidence in the provider, staff and management. We have evaluated the leadership in Walton House as very good and where the manager leads by example. A major strength has been the response to feedback and the desire to learn and improve.

We could be confident staff and management have the skills and capacity to oversee improvements in service performance and outcomes for people experiencing care and support in Walton House. We were also reassured by the manager's account of his ongoing development in terms of understanding the roles others have in securing the best outcomes for people using the service.

During this inspection, we focused on quality assurance and improvement planning. Following our own observations, discussions with residents, visitors and staff and a view of records we could be confident that there was a clear understanding of the need to continue to improve, and develop the service. Although at an early stage, we were further reassured by the initial learning and impact of the 'My Home Life Leadership Support Programme'.

The management had developed an improvement plan and this was being well managed. We recognise the process of self-evaluation and improvement planning now included an awareness of best practice and research. A major influence on evaluating how well the service was performing was from experience and the recognition of changes needed as a result of lessons learned.

We were further reassured by feedback from residents and visitors in regard to their confidence in reporting any concerns without fear of negative consequences and that any issues had been dealt with swiftly and effectively.

Staff reported feeling listened to, valued and well supported. We were reassured by our own observations of teamwork and leadership at all levels. There was a collaborative approach to the day-to-day delivery of care and support, involving residents and visitors too.

*More information is available at <http://myhomelife.uws.ac.uk/scotland>.

How good is our staff team?**5 - Very Good**

People using registered services can expect they experience care and support that provides them with confidence in staff, whatever their role and responsibilities. We have evaluated the staff team as very good. Following examination of records and discussions with staff, we were reassured that safer recruitment systems were in place.

The introduction and early development of staff induction, SVQ training pathway and e-learning systems had yet to be evaluated by the provider, but staff had good awareness of their role and responsibilities and requirements regarding professional registration. As a result we could be confident that people benefited from safer recruitment and a staff team with access to professional codes of conduct and training.

Our observation of staff practice and feedback from residents and visitors provided evidence that staff demonstrated a good level of knowledge of the people in their care, their assessed needs and wishes. This provided reassurance in regard to residents experiencing care from staff who are clear about what is expected of them in terms of their behaviour and standards.

We could see that the quality of care was supported by very good leadership and a positive learning environment. We were reassured that staff reflected on their practice and learning and as a result, were confident in staff knowing when to challenge poor practice.

We were reassured that staff were generally held in high regard and people described staff as caring and patient. We were further reassured by the presence of staff and the quick response to direct requests for assistance.

The skill-mix, numbers and deployment of staff had been reviewed and the provider used a staffing model to determine the number of staff needed to support the assessed dependency of people using the service. There were very good systems in place to control the flow of people accessing the respite service and to recognise the challenge any emergency or ad-hoc short stay admissions presented in terms of staffing. We would encourage the additional consideration of meaningful activity and layout of the building.

A real strength noted was in terms of the warm atmosphere supported by good working relationships. Residents and staff benefit from effective communication. The staff were highly motivated to spend as much time with residents as possible, and acknowledged some days they were busier and certain times of the day presented more demands. This was seen as an opportunity to reflect on how the day-to-day management of residents' routines and wishes could be accommodated and result in the best possible outcomes.

How good is our setting?

4 - Good

People using registered care services can expect to experience a high quality environment. We have evaluated Walton House as providing a good setting.

People clearly benefited from high quality facilities. The building had been adapted to provide a very pleasant place to live. Residents could easily chose to use private and communal areas and visitors were made very welcome. Discussions with staff and feedback from residents and visitors verified they had all the equipment they needed and that they were highly satisfied with their rooms and the home's facilities.

Throughout our visit we could see residents benefited from a warm, comfortable, homely environment with plenty of natural light and sufficient space to meet their needs and wishes. The environment was clean, tidy and well looked after. We were reassured by the arrangements in operation for maintenance of the premises and the equipment to ensure residents were safe.

We discussed the management of a secure entry in terms of balancing the management of risk with freedoms associated with independence. Also in terms of feedback from visitors who sometimes felt they had to wait a long time for staff to let them in and out.

It was good to see residents had the chance to bring in their own furniture and personalise their rooms. They also enjoyed getting out into the community and into the home's garden. We discussed the reliance on staff to support getting out and how accessibility could be improved to support independence. We also recognised this as an opportunity to further develop activities.

The location and culture of the home clearly supported the inclusion of family and friends with examples of family celebrations being valued and enjoyed by residents, families and staff. This was seen to support a warm and friendly atmosphere and described as homely by many. There was also evidence of more able people maintaining their links with the local community and as a result a level of independence which could support their individual identity and quality of life.

How well is our care and support planned?

4 - Good

People using registered care services and or their family/representatives can expect to be fully involved in assessing their needs. This should be supported by the right staff and be carried out on a regular basis. We have evaluated Walton House as good and recognise the opportunity to develop records and personal plans to support people accessing short stay.

The service benefits from strong leadership and we were encouraged that the provider's audit activity had identified areas for improvement in regard to record keeping; and we could be confident that in continuing to develop record keeping, improvements would be made.

Following discussion with staff and a sample of personal plans, it was clear staff understood the legal implications of maintaining proper records and could demonstrate the role that good record keeping played in supporting communication. We were also reassured that staff were aware of how good record keeping can help to maintain a person's unique identity, support effective responses to changes in health/wellbeing and promote good outcomes for everyone with an interest in a person's care and support.

We took the opportunity to discuss developing meaningful and effective evaluation within personal plan reviews and how this could be related to the health and social care standards.

The involvement of relatives and representatives was evident within personal plans sampled and reflected the inclusive style of management, and staff engagement observed throughout our visit. Legal documentation was in place to support communication and decision-making relevant to those people who had diminished capacity.

Feedback from relatives confirmed their involvement and satisfaction with communication. Our observations reassured us that staff were patient and understanding of communication difficulties some people had and as a result residents could give their views directly or have time to express themselves in other ways.

Complaints

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

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?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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