

# Viewlands House Care Home Service

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Telephone: 01738 639 841

**Type of inspection:**  
Unannounced

**Completed on:**  
29 February 2024

**Service provided by:**  
Abbeyfield Perth Society Ltd

**Service provider number:**  
SP2003002129

**Service no:**  
CS2003009778

## About the service

Abbeyfield (Perth) Society was formed in 1961. It is one of many Abbeyfield societies throughout the UK and overseas. They aim "to provide care and companionship for elderly people in houses that create an atmosphere as near as possible to their own homes."

The Perth Society is a registered charity.

Viewlands House is registered as a care home for 32 people. It was registered with the Care Inspectorate in 2011.

The staff group includes qualified nurses.

Viewlands House is supported by a committee who play an important part in its role and development. It is situated in a quiet residential area in Perth, near the top of a steep hill.

The older part of the house is B listed and the society says it has "been careful to retain much of the original building to provide a welcoming and homely atmosphere."

## About the inspection

This was an unannounced inspection which took place on 28 and 29 February 2024. 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:

- spoke with seven people using the service and two of their family members
- spoke with six staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

## Key messages

- Staff were warm and welcoming.
- The home was very clean, tidy and well maintained.
- There was a consistent staff team with many years experience working in the home who were visible and available to respond to people's requests and needs promptly.
- There were some very good activities taking place that people enjoyed.
- The service was well led by a management team that supports good outcomes for people.
- Audits and quality assurance processes were being completed regularly.

## 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.

There was a warm, welcoming atmosphere within Viewlands House. Staff were happy, friendly and very approachable. We found that staff were attentive to people's needs and took time to talk to them. People were being empowered to make choices and take responsibility for their everyday lives. We saw that people were encouraged to be as independent and mobile as possible. People told us that they felt valued and that their life skills were respected. We saw many kind, warm interactions which at times were fun and full of humour. People had formed positive relationships and friendships. This meant that people felt respected and listened to and were being supported to achieve their individual outcomes.

There was a very good range of communal activities planned that took place regularly. Whilst the home was supported by an enthusiastic activities co-ordinator, all staff took responsibility for ensuring that there was a wide range of activities organised. People and their visitors were kept up-to-date with events on offer. People clearly enjoyed socialising and participating in group activities. One relative told us, "Mum loves it here, has made many friends and really enjoys taking part, although she's very competitive." We found that people were being supported to get the most out of life in a way that was meaningful to them.

There was a relaxed atmosphere at mealtimes with people having a choice of dining areas. Where people needed help to eat and drink, staff provided this in a warm, kind, and patient manner. This meant that people were supported to eat their meals at a pace which suited them. People were highly complimentary about the quality and choice of food that was available.

People should expect to benefit from personal plans, or care plans, that are reviewed and monitored regularly. Each person's plan contained information about their health preferences and assessed care needs. Plans were well written, and person-centred. People could be assured that they had a personal plan in place which included relevant risk assessments. These were used to inform the plans. Care plans were monitored on a monthly basis. There was a good level of detail to guide staff on how best to care and support each person. The electronic care planning system provided evidence of very good communication with external health professionals. Records evidenced that advice and guidance was sought quickly and appropriately when needed. The outcome of any visits or advice was recorded on the electronic system. This helped to ensure that people's health needs were quickly identified and dealt with appropriately.

We sampled the medication system within the home and found that medication was well managed and administered in line with best practice. It was good to see clear detail and direction in relation to medication protocols for 'as required' medication. This helped staff to know when to give 'as required' medication.

The home was very clean and well maintained throughout. Staff had plentiful access to Personal Protective Equipment (PPE). We observed appropriate use and disposal of PPE in staff practice. This meant people could be assured that the risk of infection transmission was minimised.

**How good is our leadership?****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.

It is important that care services have effective quality assurance systems and processes in place to audit and evaluate the quality of care and support being provided. This helps to ensure that there is a continuous focus on service development that improves outcomes for people living in the care home.

The service benefitted from an effective, responsive management team who worked well together. We heard very good feedback about the management team. Staff told us they felt able to raise any concerns, and that any problems would be dealt with quickly and fairly.

We looked at a sample of the service's policies and procedures as well as staff files and quality assurance records. We found that the service had completed the appropriate checks and followed the safer recruitment practice. This meant that people could be confident staff had been safely recruited.

People who lived in the service and their family members were also involved in how the home was run. Resident and relatives' meetings were held regularly, and residents were invited to take part in interviews of staff. This meant that people had the opportunity to guide the development of the service.

There were regular audits of areas such as, care planning, medication, the environment, and health and safety. Audits were linked to and reflected in the manager's improvement plan. The improvement plan highlighted areas where the service could do better. This evidenced that the management team had a very good understanding of self-evaluation and were committed to a culture of improvement. Appropriate action plans were in place to help drive and maintain the expected standards within the care home.

The management team supported staff with a comprehensive training programme and regular supervision meetings. Staff told us that they felt very well supported in their role and encouraged to grow their career. They appeared to be satisfied with the level of online and face-to-face training being provided, and felt that this influenced their knowledge, skills, and values in a positive manner.

**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 and wellbeing benefits from their care and support	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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