

## Bethesda Care Home Care Home Service

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Telephone: 01851 706 222

**Type of inspection:**  
Unannounced

**Completed on:**  
30 August 2022

**Service provided by:**  
Bethesda Care Home and Hospice, a  
Scottish Charitable Incorporated  
Organisation

**Service provider number:**  
SP2014012329

**Service no:**  
CS2014328053

## About the service

Bethesda Care Home is located in a residential area of Stornoway. It can provide care and support for up to 30 people.

The care home has attractive rooms and facilities for people. It is surrounded by its own gardens and outside spaces for people's use.

## About the inspection

This was an unannounced inspection which took place on 24, 25 and 26 August 2022. 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 five people using the service and six of their family and friends.
- spoke with seven staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

### Key messages

- People were comfortable and enjoyed living at Bethesda Care Home.
- People's health and wellbeing needs were well supported.
- People were able to see family and friends when it suited them.
- Staff had a respectful and kind manner.
- The atmosphere was relaxed for people.
- Management had very good oversight of people's care and support.
- The service worked well together with the NHS and other agencies.

### 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?	4 - 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?

4 - Good

Overall, we evaluated this service as good at supporting people's wellbeing. There were areas of very good support, however, a couple of important improvements could be made.

People were respected. People's different personalities, preferences and wishes were appreciated. We saw that people had different routines for the day and that staff aimed to support this. People can be confident that they will get person centred care and support at Bethesda.

People's health and wellbeing needs were carefully considered and assessed. Prior to coming to the care home, an assessment of people's health needs would take place and of the home's ability to meet those needs well. The nurses would consider the health and medical needs and all staff had good training to understand how to support people's health and wellbeing. This helped to make sure that people got the right care and support.

The service was responsive to changes in a person's health. Staff knew people well and were quick to identify any concerns. Good professional relationships were developed with key other agencies such as G.P.s and dieticians. Where a person would benefit from contact with other health or social care professionals then this would be arranged. People's health and wellbeing benefited from the responsive care and support provided.

People were listened to. They, or their representative, were involved in discussing and making decisions about their care and support whenever possible. Family input into care and support meetings was also encouraged.

People had some regular activities taking place throughout their week. Some of this was disrupted in recent years due to the pandemic. We saw that a new programme of activities was being developed and other ways to get out into the local community was being looked at as well. At the last inspection an area for improvement was made for activities and how people spend their time during the day. Whilst we saw some actions to develop this area of support further, this could be progressed more and we have repeated the area for improvement. **(See area for improvement 1)**

Support for people to maintain their important relationships such as with families, friends and key others was very good. The service had made sure that visiting was supported as much as possible and in line with the Government guidelines which were in place due to the pandemic. Families reported that they were made welcome when visiting and that staff had a warm, friendly manner. Visiting and contact helped people keep good wellbeing.

People had opportunities to enjoy important events such as birthdays. People also commented that they were very happy with their meals. These kind of things helped people enjoy living at the home.

People's home was well looked after. Maintenance and cleaning was to a very good standard. This kept the home attractive and pleasant for people. This was also the case for the garden areas. There were accessible areas for people to enjoy the gardens and many flowers and bushes were planted. People had opportunities to enjoy the outside areas and doors in the downstairs' bedrooms opened to the garden areas.

People should expect their home to be kept as safe from infection risk as possible. The service was good at ensuring this. Staff, overall, were always wearing personal protective equipment (PPE) appropriately when supporting people. The home was kept clean and additional cleaning and disinfecting measures were in place to keep the home safer. Staff received training in infection prevention and control (IPC) to make sure they understood the importance of IPC and how to work safely.

There were sufficient supplies of PPE and IPC resources such as masks and cleaning fluids. Staff were taking Covid-19 tests and these arrangements were well organised. Management consulted local public health and national guidelines to ensure they were following safe practice.

The service had fallen behind with some monitoring of staff practice and we thought that a walk round check or audit of the IPC and safety within the home could be developed. We refer to this under 'How good is our leadership.'

### Areas for improvement

1. The provider should ensure that effective arrangements are in place to meet all service users' social and recreational needs in a manner that promotes choice and independence.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I can maintain and develop my interests, activities and what matters to me in the way that I like.' (HSCS 2.22)

### How good is our leadership?

5 - Very Good

Quality assurance and improvement was very good at this service. There were major strengths with only a few areas to improve in.

The management team were very in touch with what was happening in the care home. They knew how people were getting along, any health concerns occurring for them and how staff were. People can have a lot of confidence in the management of the home.

There were experienced staff in the home who were attentive to the range of people's needs and wishes. They would assess how someone was and if some actions to improve a health or wellbeing matter was needed then this would be discussed and followed up on. This helped to ensure people got high quality care and support.

Communication within the service was reported on positively. Staff felt they could raise matters with the management and that management were open to ideas. There were examples of how staff took the initiative and developed some areas of support with the support of management. This approach supported improvements. People can expect the service to continue to develop, change and improve as suits their needs and wishes.

People and their family said that the management were approachable and easy to talk to. An example could be for smaller day to day changes needed for someone's support. There was also good contact with external professionals and, again, the management were able to take on board advice and make changes where required. This helped to ensure that people received care and support to a standard they should expect.

Staff knowledge and training was well supported. A range of suitable training was in place and, mostly, this was up to date for key areas. New staff received a suitable induction that assisted them to meet people's needs and wishes well. People can be confident that staff are well supported and trained.

The service had in place some arrangements for carrying out checks and observations of the home and the care and support provision. Quality audits were undertaken in the home. These showed a very good understanding of the purpose and benefits of carrying out audits like these and how the information gathered can ensure standards are maintained and provide an opportunity for improvement.

We found some gaps in the audit records such as for observation of the correct PPE use and for handwashing. Some daily care charts for people were not being consistently completed and we also found that a survey for people's views and wishes or of staff's views had not taken place in recent years. Previously, we mentioned some IPC concerns. That was because we found some utility rooms open when it would have been safer for them to be kept locked and a concern in how the areas for unwashed and washed laundry items were kept suitably separate. These matters were addressed during our visit. However, we thought audit practice could be developed further in relation to infection prevention and control and in ensuring all set audits and checks were happening and being recorded. We have made an area for improvement. **(See area for improvement 1)**

### Areas for improvement

1. To support people's safety, health and wellbeing, the provider should ensure that quality assurance for IPC and people's general health and wellbeing support is comprehensive and effective.

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

## 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

The provider should ensure that effective arrangements are in place to meet all service users' social and recreational needs in a manner that promotes choice and independence.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I can maintain and develop my interests, activities and what matters to me in the way that I like'. (HSCS 2.22)

**This area for improvement was made on 30 October 2019.**

### Action taken since then

We found that this area for improvement was not met. Whilst the service has taken some action to progress this and make sure people have enough to do each day and be engaged in activities and interests that they choose, it was recognised more can be done. We have repeated this area for improvement.

### Previous area for improvement 2

To promote good skin care staff should ensure that when people are prescribed emollients and creams as part of their planned care, that they administer them as prescribed. The service should also follow good practice guidance in maintaining clear records that support effective practice.

This is to ensure care and support is consistent with the Health Social Care Standards which state that 'My care and support meets my needs and is right for me'. (HSCS 1.19)

**This area for improvement was made on 30 October 2019.**

### Action taken since then

This area for improvement was met. Within people's care and support plans and records we saw that skin care charts were used. This helped to make sure that people were supported with their skin care in line with advice and guidance provided. This helped people be comfortable and not unnecessarily be discomforted by skin condition difficulties.

## 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?	4 - 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	4 - 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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