

## Campbell Snowden House Care Home Service

Abbeyfield Strathgryffe Society  
Campbell Snowden House  
Quarrier's Village  
Bridge of Weir  
PA11 3SX

Telephone: 01505 614350

Type of inspection: Unannounced  
Inspection completed on: 7 November 2017

**Service provided by:**  
Abbeyfield Strathgryffe Society Limited

**Service provider number:**  
SP2003000215

**Care service number:**  
CS2003001090

## About the service

The service was registered with the Care Commission in April 2002 and transferred its registration to the Care Inspectorate on 1 April 2011.

The provider of Campbell Snowdon House is Abbeyfield Gryffe Society Limited. The home is located in the small semi rural Quarriers Village in Bridge of Weir, Inverclyde. There is a regular bus service into the village.

The care home provides residential care for a maximum of 27 older people. There were 25 residents living in the home on the day of inspection. The home has two generous size lounges and a separate dining area. Lounges open out to an extensive, well designed and well equipped garden. All single bedrooms have en-suite facilities. The garden is home to a variety of pets and animals.

The overall philosophy of the Society is:

"We will provide a homely atmosphere in which a dependent older person can feel secure and in which he/she will be helped and supported to lead as full a life as possible. The prime function is to care for residents and to extend care and support to friends and family. Every opportunity will be given for each individual resident to maintain with the appropriate care and dignity, that every individual has the right to expect, to carry out tasks for themselves wherever possible. Individuals will be encouraged to maintain the highest level of personal dignity, privacy, choice and independence within their individual abilities."

## What people told us

We met six residents and five relatives during our visit.

Residents told us that it was easy to make friends and that staff were there to help them when needed. One resident who had fairly recently come into the home told us how staff had supported them to settle and get to know other residents. One of the residents who look after a number of animals within the garden area told us everything was fine except their hens were not currently laying any eggs. Other comments included:

'If it's nice weather I go out with staff, it's great. You can choose what you like to eat if I don't like what is on the menu I can have something else'

'I have a buzzer I take it everywhere with me. If I am in my room I can just buzz and they will bring me a cup of tea. The hairdresser comes here and we can also get our nails done'

'Staff are very approachable. They stay here a good long while. I get the best of everything here'

'We had an owl sanctuary in last Friday, lovely therapets very popular. We also have dogs that visit'

Relatives were full of praise for management and staff. Two relatives told us how the manager had been able to answer all of their queries prior to their loved one moving in. They said they liked the atmosphere in the home and always felt welcomed when they visited. They were working in partnership with care staff to help their relative settle. Another relative told us that their loved one had had a recent medication review. Following a change to the medication their relative's verbal communication had improved and they seemed much more alert. They praised the staff for the care provided.

'My relative lives in Campbell Snowdon where her health needs are fully met as is her personal care. The staff are always friendly towards her and to ourselves. We are informed of any health issues and medication changes.'

Mum is very happy in Campbell Snowdon and joining in the activities not only helps with mobility it aids her Alzheimer's keeping her mind active....it is good to see mum so well cared for and happy and content'

'I could not be happier with the care my mother receives'

'The home offers an ethos of care and love to my relative. They particularly go out of their way to involve the relatives in as many ways as possible. Management team are always available to families to support discussing any queries etc. High quality care is provided and staff are always pleasant and supportive'

## Self assessment

We did not require services to submit a self assessment for this year's inspection. However, the service had produced a development plan outlining how they expected to further develop the service.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	6 - Excellent
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	6 - Excellent
<b>Quality of management and leadership</b>	not assessed

## What the service does well

This is a service which strives for excellence in all that they do. For example, both the manager and depute manager have completed 'My Home Life' training and seek to embed that philosophy in every aspect of daily care home life. This approach promotes best practice to improve people's daily experiences.

All of the residents, relatives and visitors we met during our visit were full of praise for management and staff and the high quality of care.

Care plans evidenced good practice, for example: all risks assessments were up-to-date and meeting residents' needs; resident wellbeing was being closely monitored; staff were person centred in all of their recordings; and resident's wishes and preferences were being addressed.

The service liaises very closely with local health practitioners to support residents' health needs and ensure they have the highest possible level of care. On previous visits we have met GP's, district nurses and occupational therapists all of whom have spoken very highly of the service and the care provided. Management regularly attend a local provider's meeting to share and learn ideas from other practitioners. They are currently discussing the forthcoming introduction of the new health and care standards.

The manager and staff demonstrated excellent innovation and involvement in producing with the Care Inspectorate the 'Come on in' booklet. This promotes a better quality visiting experience for people using the service and their relatives. Two relatives who completed dementia training, supported by the service, told us how this helped them contribute to the booklet. They now had an increased understanding of how to make a good visit for their loved ones who are living with dementia. This booklet is now available throughout Scotland.

Staff had access to a wide array of training. For example, we found management promoted the best practice

training in dementia care. This ensured all staff were trained to ensure people with dementia received excellent care and support. We observed how skilled staff were at actively engaging residents in a range of activities.

Relatives have the opportunity to undertake Stirling University dementia training supported by the depute manager. To date four relatives have completed the course. This achieves positive outcomes by helping people improve their understanding of what it is like to live with dementia. A number of the service's volunteers are also undertaking training.

Staff told us why they liked working in the home which demonstrated excellent values. They told us each resident is an individual. They liked to be able to comfort people if they were sad or distressed. They liked the idea of the 'outside being brought inside' such as the pets visiting resident's in their own room for a cuddle. They particularly liked that residents could spend time outdoors in the fresh air. Throughout our visit we observed staff delivering excellent care. Regular supervision and appraisal further supports staff's professional development.

One relative told us:

'I was visiting my mother one evening when a member of staff came to her room. This was to tell us that an 'off duty' member of staff had phoned to remind her to change the television channel to 'Strictly Come Dancing' as it is a favourite of my mothers. I was impressed'

This is a service which always thinks it could do better. They seek best practice in all that they do. Their annual Improvement Plan sets out their priorities for the year:

Source training for staff to become stress and distress champions;

Consult residents and relatives about further environmental improvements;

Enhance pre assessment to make it even more person centred;

Review care plans to include 'a good visit' linked to 'Come on In';

Regular revisiting of Kings Fund Environmental Audit to ensure always dementia friendly; and

Exploring further ways of supporting residents to be physically active and have regular opportunities to spend time outdoors such as 'Cycling Without Age'

## What the service could do better

We found that some of the reminiscing material was more orientated towards female residents. We discussed this with the manager who agreed to review the environment and reminiscing materials.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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).

## Inspection and grading history

Date	Type	Gradings
15 Sep 2016	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership 6 - Excellent
19 Oct 2015	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
10 Jul 2014	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 5 - Very good
31 May 2013	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
16 Jul 2012	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership 6 - Excellent
13 Jan 2011	Unannounced	Care and support 6 - Excellent Environment Not assessed Staffing Not assessed Management and leadership Not assessed
28 Jun 2010	Announced	Care and support 6 - Excellent

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 6 - Excellent
15 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 6 - Excellent Not assessed
28 Jul 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 6 - Excellent 5 - Very good
22 Dec 2008	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
24 Jun 2008	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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