

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

Completed on:

4 October 2018

Service provided by:

Abbeyfield Strathgryffe Society Limited

Service provider number:

SP2003000215

Service no:

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 are 25 bedrooms of which two are double rooms catering for couples and those wishing to share. There were 27 residents living in the home when we inspected. 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 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

During the inspection we met 11 residents and five relatives and a visiting friend. In addition 16 people completed our Care Standards questionnaire prior to the inspection.

All of the residents we met and all of those completing questionnaires confirmed they held this service in very high regard.

Residents told us:

'Staff are really good if I need anything they're right there'.

'Staff can't do enough for you'.

'Quality is excellent and the staff do a very very good job which is appreciated'.

'Staff help when needed but I normally manage myself'.

'Excellent care the girls are all nice with their different personalities. I get on well with all of them'.

'It's lovely, the room is nice and we have a lovely garden to sit in when we want to'.

'I couldn't say anything bad about the home. I feel very lucky to be living here'.

'I am happy that I can keep all my animals outside and look after them every day. My favour place is to be outside with my rabbit, Toffee. I am happy living here and I get on well with all the staff'.

'I am very comfortable here. It's pretty good'.

'All the staff are little angels'.

Relatives heaped praise on staff:

'My parents have been in residence at Campbell Snowdon (for a short time) but appear happier than I have known them for a long time. The staff are extremely attentive and go the extra mile to ensure their experience is how they want it to be. I am sure they are much more stimulated due to having constant company and entertainment. My visits are now quality time, so we are happy to see each other. I always leave them knowing they will be well cared for and no longer have feelings of guilt and anxiety'.

'I am very pleased with the care and attention given to my mother in this care facility. The environment and staff cannot be praised highly enough. More importantly I know that my mother is happy, safe and well cared for'.

'This care home will go the extra mile to ensure that the residents are happy'.

'I cannot praise this care home enough. I can rest assured that my mother is being exceptionally well cared for in all respects'.

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?	6 - Excellent
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?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

The service demonstrated excellent sector leading approaches to delivering person centred care. This was particularly true of how they were supporting people living with dementia.

This is a care home where residents thrive, lead independent lives and were supported to be all that they can be. Care and support was provided in a seamless manner creating a warm inviting home environment. One resident told us:

'This is the best care home in Scotland'.

The resident had lived in other services and compared them much less favourably to Campbell Snowdon House.

We found this to be a wholly person centred service where residents were actively encouraged to express their views and opinions and play an active part in home life. Staff engaged with residents and their relatives in a very respectful, caring and considerate manner. For example, residents actively engaged with management and Stirling University in creating a garden design that catered for everyone's needs. When a new conservatory was being planned residents decided that this should be a television free zone with tea and coffee making facilities for their visiting relatives. Some residents wanted a more quiet area where they could pursue their hobbies and listen to the radio if they wished. This area is often used for 'Tea and a Natter' sessions.

One person said:

'The staff are genuinely caring and I (and others) greatly appreciate their efforts. There is a very homely environment and the staff are to be truly commended'.

Staff engaged with residents in a very warm compassionate way. Care and support was delivered sensitively with peoples' dignity always respected. We observed how calmly staff resolved an altercation which had developed between two residents during lunch.

One person said:

'The staff are all wonderful. Anything I need they will help me. I enjoy chatting to all the girls. It's a very nice place and I am happy living here. I have a nice bedroom and the handyman has put all my photographs and pictures up for me'.

Two relatives told us:

'I think this is an incredible care home. All of my friend's needs are met above and beyond all expectations. The staff could not be more caring or compassionate towards the residents'.

'The whole team at Campbell Snowdon House not only care passionately about the residents but also the families of the residents. Every member of the team take time to listen/talk and is so willing to help whenever I visit my relative. They seem very genuine in their desire to give the very best care to residents and families. My relative has been in CSH (period of time) and we (the family) are happy with all aspects of CSH. It felt as if it was a good place right from the initial visit and onwards it continues to give our family peace of mind knowing our relative is being cared for in a safe and happy environment'.

A relative we met described management as "awesome".

Some relatives told us how they had benefitted from having access to Stirling University dementia training led by the manager. This training programme is available to all relatives and some of those who have completed the training have gone on to be Dementia Ambassadors in their own communities. Another relative now chairs the Board of Management Committee.

The home's 'Come on In' project supported residents and relatives to have a good visiting experience. The booklet that was produced was part funded by the Life Changes Trust so that it could be made available to all care homes in Scotland.

Residents were encouraged to use their past skills and knowledge in and around the home. Whether that was assisting with domestic tasks, gardening, looking after the homes array of animals and pets or assisting the handy person with minor maintenance. In this way people felt valued and fully occupied.

People had regular outings and actively participated in local community life. The newly purchased Tri-shaw gave residents the opportunity to spend time outdoors touring the local beauty spots. A team of volunteers supported the service accompanying people to appointments, go out for lunch or visited people in their own room.

One resident said:

'It's a pleasant place to live. I enjoy being able to get outside whenever I want to and I enjoy the trips that are organised'.

Staff were highly skilled at supporting new people to feel at home and enjoy new friendships. There was clear evidence that some people's mental and physical health often significantly improved by living in Campbell Snowdon. One new resident who was very distressed at the last inspection was now fully integrated into 'the family' and was enjoying life again. The skills gained from their previous professional life were being fully utilised within the home.

Throughout our visit we saw that residents were free to spend time in various areas of the home pursuing their own interests. There was a lovely calm and relaxed atmosphere.

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?

6 - Excellent

Care plans were developed with input from the resident and their family. The plans documented in detail how the whole staff team worked together to support and care for people how they wanted. Physical activity was actively promoted and people were encouraged to use and retain their social, physical and mental skills.

Snack and drinks stations supported good nutrition and fluid intake which helped reduce the incidence of urinary tract infections. The service was engaging in a university research programme to improve continence. Kitchen staff regularly discussed with residents meal options, food quality and portion size. We joined some residents for lunch and saw how staff supported and encouraged people to enjoy their meals. Staff were good at explaining to people what was on the menu and the dining experience was calm and relaxed. We observed residents happily chatting about the events and activities of the day.

There were regular 'Tea and a Natter' sessions. This was when management engaged with residents often using 'My Home Life' pictorial cards to promote discussion and help residents express their thoughts and opinions around service development. Frequently when we talk to residents they can tell us about recent events even before we meet management. This evidences that residents are actively involved in planning daily events. Several people told us one of their favourite events was when their two therapy dogs visit. Recent visiting animals have included hedgehogs and miniature Shetland ponies.

Good falls prevention strategies were in place which encouraged movement but in a safe and caring environment. This meant there was a low incidence of people falling.

A very varied activities programme ensured that residents always had something to engage in, either in a small group, or in a one to one with staff. Funding had been secured for a beauty therapist to visit regularly offering hand massages and manicures. This supported residents to feel good about themselves and maintain the standards they had enjoyed when living at home. We saw how staff responded to residents for example one resident wanted to dance and staff danced with the resident in the lounge.

Both lounge areas had direct access to the well-equipped secure garden areas and people were encouraged to spend time outdoors. The home seeks to bring the outside in for residents unable or not wishing to spend time outdoors. Cameras in bird boxes were linked to one of the lounge televisions to let residents see bird activity throughout the year. This promoted good mental health in that it offers stimulation and interest in what is going on around the home.

Staff had very effective working relationships with all local health professionals and in this way people received the care they needed at the right time and to good effect.

Very few residents spend their last few days of life in hospital. People received loving care in the home with staff and surroundings which were familiar. In this way staff were able to support families at such a time. We saw several thank you cards from relatives extolling their gratitude to the staff who had cared so lovingly for their relative.

Management actively participated in their local provider forum to promote and share good practice. The home continued to offer relatives dementia awareness training as part of their quest to build a dementia friendly community.

The home had established strong links with local schools and nurseries. Residents and pupils visited each other and enjoyed shared activities. This had a positive benefit on residents' mental wellbeing and supported them to be engaged with their community. A team of secondary school pupils were undertaking the Duke of Edinburgh award and training to support the Tri-shaw outings which residents enjoyed so much.

When we visited Campbell Snowdon House it did not feel like a care home but like the residents' own home.

Campbell Snowdon House demonstrated in abundance the ingredients which support the delivery of excellent care.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	6 - Excellent
How well is our care and support planned?	6 - Excellent
5.1 Assessment and care planning reflects people's planning needs and wishes	6 - Excellent

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