

# Abercorn House Care Home Care Home Service

184-192 Low Waters Road  
Hamilton  
ML3 7QH

Telephone: 01698 423 342

**Type of inspection:**  
Unannounced

**Completed on:**  
14 February 2024

**Service provided by:**  
Sanctuary Care Limited

**Service provider number:**  
SP2019013443

**Service no:**  
CS2019378604

## About the service

Abercorn House Care Home is situated within a residential area of Hamilton, South Lanarkshire. It is in close proximity to local transport links, amenities and places of interest.

The provider is Sanctuary Care Limited and the service is registered to provide care and support to a maximum of 57 older people, which includes 10 places for people, younger than 65 and living with physical disabilities.

The home is purpose built over two levels with a lift providing access between floors. Both floors provide access to shared bathrooms, showers with communal lounge and dining facilities.

At the time of the inspection there were 56 people living in the home.

## About the inspection

This was an unannounced which took place on 13 and 14 February 2024.

The inspection was carried out by two inspectors 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 12 people using the service and six family members
- spoke with 13 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

**Key messages**

There were warm and compassionate relationships between people living in Abercorn House and the staff who supported them.

People benefited from being supported by skilled staff teams who worked well together.

Abercorn House was welcoming and homely with good standards of cleanliness.

The quality assurance systems were being effectively used to support service development and improvement.

**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 staff team?	5 - Very Good
How good is our setting?	5 - Very Good
How well is our care and support planned?	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.

The aims and values of the service were firmly established. We saw that people were viewed as individuals. There was a culture of courtesy between staff and people using the service resulting in an ethos of respect and dignity.

Staff demonstrated skill and kindness when supporting people. They engaged with people living in Abercorn House with a calm and unhurried approach.

We saw very good examples of genuine, warm connections, which resulted in positive responses from people being supported. The choices and preferences of people living in the home were supported very well by staff who were familiar with individuals' needs.

Staff understood the value of involving people in meaningful activity to enhance their wellbeing and support good mental health. There was a good range of meaningful activities for people to take part in. The activity team had worked hard to develop community links to support people to keep in touch with groups in their local area. People told us they enjoyed taking part in the activities available and having the company of other people.

Mealtimes were well managed and sociable. Staff understood the importance of supporting people to enjoy their meal without any rushing. Staff showed that they were aware of people's food and drink preferences and their specific dietary needs. This helped support people's health needs through maintaining good nutrition and hydration. People commented positively about the quality of food served and the range of menu choices.

Nursing and senior care staff were knowledgeable about who to call on for support and advice regarding people's health needs. External healthcare professionals were called promptly for advice and support when needed. We saw records detailing the outcomes of these visits. Advice and changes to treatment were reflected into plans of care to ensure people's healthcare needs were supported. Family members commented that they feel reassured that their relatives were receiving good support with health needs.

Families told us that they were kept up to date with any changes in their relative's health. A visiting healthcare professional we spoke with commented positively about the care people received and that staff keep in contact, make referrals for support appropriately and followed directions given. This helped to assure good support with the management of people's healthcare needs.

Care plans contained up to date information to ensure staff are directed to deliver agreed and consistent care. Risk assessments were up to date and reflected into plans of care. This helped to safeguard people from harm. There was a good overview of management of clinical issues and how risks were being managed. There were systems in place to ensure that clinical issues were regularly discussed, and plans of care updated. This ensured good outcomes for people's healthcare.

The service had an electronic system to manage and record individuals' medication.

This resulted in people's healthcare needs being supported by the safe and effective management of their medication.

### 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 services have effective systems to assess and monitor the quality of the service provision. This helps drive service improvement which results in better outcomes for people living in the home. There were a range of quality audits being completed to assess and monitor the quality of the service provision. The actions from these audits fed into the service improvement plan with actions assigned to individuals for completion. There was a system in place to monitor completion of these actions which ensures that positive outcomes for people were supported.

The views of people experiencing care were sought and visible on a "you said we did" board. Staff reported a positive culture with regards to feedback which was echoed by relatives of services users who reported, "staff act on anything said".

There was a regular schedule of meetings in place for staff, people experiencing care and relatives which fed into improvements. This assists in ensuring that the learning from feedback was being used to provide positive outcomes for people using the service.

The service improvement plan covered all aspects of the service including the environment, staff training needs and developing activities for people using the service. The plan was regularly monitored and updated.

The management team in the service had a good understanding of the value of the information received and how to use it to effectively improve people's outcomes. The external management team provided regular evaluation of the service and support to the manager. This ensured that the quality assurance and clinical governance systems were used effectively to support positive outcomes for people.

### How good is our staff team?

**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.

People we spoke with commented positively about the skills and kindness of staff. People told us:

"The staff are lovely, they go the extra mile"

"The staff are friendly and supportive"

"Staff are friendly and kind, you couldn't ask for better".

We saw motivated and cheerful staff who were working hard to ensure the best care for the people they support. There was good teamwork across the different teams working in the home which supported good outcomes for people.

There was a culture of learning and development promoted in the home and staff were being supported to reflect on their practice. This ensured that people living in Abercorn House were being supported by well trained and skilled staff teams.

There was a training plan in place. The service used a mixture of online and face to face training to cover core and role specific subjects. Staff commented that training was relevant to their job and supported their learning.

There were systems in place to directly observe staff practice. This helped assess the staff competencies and ensure that their practice positively impacted on the care and support of people.

Staff told us they felt supported and had access to regular supervision sessions. This provided opportunity for staff to discuss their learning needs and reflect of their practice.

## How good is our setting?

**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.

People told us that the home was welcoming and comfortable. They said that staff teams worked hard to create this atmosphere. There were good standards of décor and furnishings in the home.

People had choices of sitting rooms and quiet areas. There were small kitchen areas for people to make use of, which could support people's independence with domestic tasks.

People's bedrooms were nicely decorated and personalised. People told us about how comfortable they were living in the home.

There were garden areas that people could use, they told us how much they enjoyed getting out into the garden in the better weather.

There were high standards of cleanliness throughout the home. The housekeeping team had good knowledge of their role and responsibilities to ensure that cleanliness of the home was maintained. There were effective systems in place to ensure that good standards of cleanliness were maintained. People we spoke with commented positively on the cleanliness of the home.

The maintenance records were up to date to show that checks of the equipment and safety of the home were completed. The maintenance worker had a good understanding of their role in ensuring that the home was safe, and people were protected from harm.

## How well is our care and support planned?

**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.

People should have a personal plan which details their current care and support needs. This ensures that staff are effectively directed to support the individual taking a consistent and agreed approach.

Personal plans detailed individuals' healthcare needs and contained information to guide staff how to best support the person. Risk assessments for skin integrity, nutrition and falls were in place and up to date. There was an overview of risks for individuals and clinical issues were discussed regularly. This ensured that people were safeguarded from harm.

Family members we spoke with said that their relatives were well looked after and that healthcare professionals were called when needed, and then staff let them know about the outcome.

Personal plans were being evaluated meaningfully to determine if they were effectively managing people's assessed needs. This helped to ensure people's care needs were being supported appropriately.

We saw that there was good information within personal plans about the individual, what was important to them, their preferred routines, their choices and wishes regarding their care and support. This provided good information to guide staff to ensure that people were supported in an agreed and consistent way and that their wishes were respected.

People and their representatives were involved in regular care reviews. This gives people opportunity to formally discuss their care and support and make decisions about their future care.

## 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 all actions arising from the monthly bedroom checks are logged in the maintenance book. When the action has been completed, this should be signed off by the maintenance team.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS 5.22).

"I use a service that is well led and managed" (HSCS 4.23).

**This area for improvement was made on 6 June 2023.**

#### Action taken since then

There were systems in place to ensure that issues arising from the monthly bedroom checks were recorded and actioned. This helped to ensure good standards of facilities and people were being safeguarded.

This area for improvement has been implemented.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://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 and wellbeing 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
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good

How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.