

# Park Lodge Care Home Care Home Service

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Westhill  
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**Type of inspection:**  
Unannounced

**Completed on:**  
29 February 2024

**Service provided by:**  
Sanctuary Care Limited

**Service provider number:**  
SP2019013443

**Service no:**  
CS2019378613

## About the service

Park Lodge Care Home is a purpose-built home situated in a quiet residential area on the outskirts of Aberdeen. The service is owned by Sanctuary Care Limited and is a registered care home, which provides care for up to seven adults with learning disabilities.

Each person living in the service had their own single bedroom. The home has communal spaces which includes a lounge, kitchen, two shower rooms and bathroom. The home also benefits from a sensory room. There is a large, sensory garden to the back of the home for everyone to enjoy.

At the time of inspection seven people were living in the home.

## About the inspection

This was an unannounced inspection which took place on 26 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 three families of people using the service;
- spoke with staff and management;
- observed practice and daily life;
- reviewed documents.

**Key messages**

- We saw kind and caring interactions between staff and the people they support.
- People benefitted from regular access to meaningful activities.
- People's personal plans were comprehensive and person centred.
- Medication was managed well.
- The service was led well and benefitted from a committed and experienced manager.
- Quality assurance processes were effective.

**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.

The home had a relaxed, pleasant atmosphere and we saw kind and caring interactions between staff and the people they support. People were treated with dignity and respect, with choices offered, whenever possible throughout the day. Staff clearly knew people well which ensured people's care was carried out in accordance with their preferences. Staff interpreted people's needs and choices through observation and responding to people's communicative behaviour. There were positive, supportive, and friendly relationships evident which helped people to feel valued. Relatives were very complimentary about the service. One family member told us that "staff are very caring" and another told us that they were "very happy" with the care their relative received.

We found that people looked well, they were well presented and appeared comfortable within their environment. This meant people's dignity, sense of identity and wellbeing was being promoted.

People benefitted from regular access to meaningful activities. There was a range of group activities and some individual time spent with people living in the service. People were provided with a weekly activity plan which included sensory sessions, entertainment, arts, and crafts. This ensured people were spending their time purposefully to promote wellbeing.

Seasonal events were celebrated which helped people remain orientated to the pattern of the year and stay connected to the wider world, for example, St David's day and the King's coronation. People also benefitted from annual holidays away from the service. This allowed people to broaden their experiences and ensured people lived as full a life as possible.

People were able to stay connected to family and other people who were important to them. This was supported well and helped people keep up with the relationships that mattered the most to them.

People enjoyed their meals in an unhurried relaxed atmosphere. People were encouraged to undertake hand hygiene prior to mealtimes which minimised risk of infection. Where people required help to eat and drink this was done sensitively. Staff had a very good overview of people's nutritional needs. This ensured people's food, diet and texture was tailored to their needs.

There was a range of assessments in place that monitored and evaluated people's health needs. People's health benefitted from a multidisciplinary approach being taken. Staff had good working relationships with health professionals and sought advice when required. This helped people keep well and ensured their health needs were being met.

We sampled people's personal plans and found them to be person centred and comprehensive. Personal plans contained all relevant information, including people's health needs, strengths, and preferences. We found our observations during the inspection matched the details contained within the plan. This meant people were receiving personalised care.

People's care was being reviewed in line with regulatory requirements. We saw evidence of family members

being involved in these meetings and advocating for their loved ones. This helped to ensure people received care which was up to date and personal to them.

Medication was managed well. The service had an electronic system to manage and record people's medication. Regular audits took place which meant any errors would be recognised and acted upon quickly. We examined a sample of medication administration records and found that people had received the right medication at the right time. This helped people to maintain good health.

## 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.

People benefitted from an experienced and well organised staff team which knew them well. The service was led well and benefitted from a committed and experienced manager who was focused on supporting the team to deliver good care. This had contributed positively to the oversight of the service and led to improvements.

Quality assurance processes were effective. The manager had a range of audits and processes in place. This helped inform and monitor improvements in the service. The actions from these audits fed into the service improvement plan, of which senior management had an overview. The external management team provided regular evaluation of the service and support to the manager. This meant we could be confident that improvements were driven forward.

Records of incidents and accidents showed us that staff had taken the right steps to keep people safe and learn from events. This supported good outcomes for people and reduced the likelihood of repeat occurrences.

Where people needed support to manage their finances, there were robust policies and procedures in place to keep their monies safe. An area for improvement made at our last inspection has been met. **(See "What the service has done to meet any areas for improvement made at or since the last inspection").**

Daily flash meetings took place. This meant that the manager had a clear oversight of the daily plans and needs of the home.

People's views about the service were considered during regular residents' and relatives' meetings. A questionnaire had also been used to gather feedback on the service. This meant that people were regularly consulted about their support and the service that they receive.

The service produced a regular newsletter that provided good information on what was on offer in the service and activities that had taken place. This helped keep families informed and updated.

Staff training records showed staff had access to a variety of training to support them to carry out their role. A training matrix provided an overview of training completed and showed a high uptake of mandatory training in subjects such as adult support and protection and infection control practice. This meant staff had the necessary skills, knowledge, and competence to support people.

Staff reported feeling supported in their role. Systems were in place to support staff development which

included supervision sessions, annual performance appraisals and observation of practice. This helped ensure a competent and confident workforce. Staff we spoke to were happy working within the service.

## 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 there is a person-centred and enabling approach to assessing people's needs in relation to the support they may require with managing or handling money. A written record of the assessment and consultation with relevant people should be included within care plans.

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

'If I need help managing my money and personal affairs, I am able to have as much control as possible and my interests are safeguarded'. (HSCS 2.5)

**This area for improvement was made on 27 October 2021.**

#### Action taken since then

A consultation had taken place with people's families and financial guardians to ascertain if they would like a more person-centred approach to the management of their monies. All agreed that they were happy with the system currently in use and did not wish changes to be made to how their money was managed. Each person had a financial personal plan in place which was reviewed on a regular basis.

**This area for improvement has been met.**

### 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

How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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