

William Simpsons Care Home Service

Main Street
Old Plean
Stirling
FK7 8BQ

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Type of inspection:
Unannounced

Completed on:
24 May 2022

Service provided by:
William Simpson's

Service provider number:
SP2010011371

Service no:
CS2010279960

About the service

William Simpson's is a modern, purpose-built residential care home with a separate building housing what was previously the respite unit and is now referred to as "flat 9", utilised to provide respite or more independent living care to people who may be ready to move on from the care home.

Outside the village of Plean, the home sits in seven acres of well maintained private grounds that include a walled garden.

The main care home supports up to 64 people. Eight 'flat' style units support up to eight people. Each flat has communal living spaces and each room has en-suite shower facilities. There are also communal bathrooms in the home.

Flat 9 can support up to seven people. The refurbishment programme was recently completed to a high standard with one bedroom still to be converted to en-suite but with sole access to a full bathroom across the hall.

The service is a registered charity that specialises in offering care and support to adults and older people with long-term mental health and alcohol misuse issues.

William Simpson's state their mission as:

'We are a forward thinking, dynamic organisation that impacts positively on the lives of people with mental health problems'.

We found that the service was achieving this.

About the inspection

This was an unannounced inspection which took place on 23 May 2022 from 09.15 till 16:30 and 24 May from 09.30 till 16:00 . The inspection was carried out by three 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 13 people using the service and two of their relatives
- spoke with 16 staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

Key messages

- People were supported by staff who knew them well and were respectful
- Events and activities were frequent and well organised in line with people's personal preferences, interests and abilities
- The premises were very well maintained, clean and well equipped
- The team worked hard to support positive relationships with people's friends and relatives and were fully supporting Open with Care

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 overall as very good.

People experienced warmth, kindness and compassion in how they were supported and cared for. The service was very good at ensuring people maintained relationships with those important to them. Friends and relatives were made to feel welcome, and people were supported to build and maintain community links where this was appropriate to their needs too. We heard from some people how they had made friends with other residents and staff helped them to spend time together. This helped people to maintain their sense of identity and continue with meaningful relationships they had prior to and since moving into the home.

We observed how staff interacted respectfully with people. One example being proactive and responsive support that was provided to people around their clothing and appearance, in order to help ensure people had their dignity preserved. We spoke to relatives, one of whom told us "He is so well taken care of, the least we thing they let us know and they include him in everything. I am really happy with how he is looking, and I'm free to visit at any time."

Another relative said "The care has been exceptional. My relative has lived in the home since (early in the year) and the care has been amazing, he has come on leaps and bounds. He was never really a mixer but he is even getting involved in things more, the staff are really good with him."

People told us they felt happy in their home, and their right to make choices and direct their support was fully embedded within the culture of the service. They had opportunities to discuss and make decisions about the service, including regular meetings around the menu, decoration and activities and events.

People received very good support to attend to physical health needs, with staff responding appropriately to any changes in health or following any accidents people had. This meant that people received prompt medical attention should they need it, as well as support from other allied professionals such as social workers and nurse specialists.

The service used an electronic recording system and we suggested there could be more detailed recordings around this in order to usefully capture the outcomes of people's care and support, however as this was a relatively new system we appreciated there was still learning happening and this was being overseen by the management team.

Activity planning was undertaken in true partnership with people and tailored to their unique strengths, interests and qualities. The team were aspirational when supporting people in identifying and achieving outcomes. People were encouraged to express ideas and make suggestions on how things could be improved for the future.

People were keen to tell us about things they had been involved in and show us photographs they had in their bedrooms or in communal areas. The service had a very enabling approach to support people's wishes and aspirations. People were able to set their own goals and fulfil lifelong ambitions.

The team were working with people to explore how they could make their long-held wishes happen, including, for one person, a hot air balloon ride. They had supported people to experience things they had always wanted to do such as tea tasting and exhibiting art works, which had helped people generate more ideas and suggestions that the team acted on. They had built and were continuing to build an excellent network both locally and nationally to support involvement with community groups and activity associations that could support the exchange of ideas and facilitate fundraising to allow more things to happen. We saw that from the creation of clubs that were tailored to people's interests, such as music, gardening and socialising, people were enabled to maintain and develop skills, confidence, and self-esteem. In addition, people's choices were respected, and staff knew people well which helped them understand and support as needed. For example, we saw one person who had disengaged part way through an activity and staff responded respectfully and kindly to this.

There were several events planned within the home, both in house and external. These included art exhibitions, an open day and theatre and concert trips. The team worked respectfully to support a relationship between two residents which was proving to be a real positive for them. This demonstrated that the service was creative, supportive and risk enabling in order to fully support people in living their lives.

The home was very clean and well presented, which helped give people a sense of calm and confidence. The housekeeping, domestic and maintenance team worked very well together and supported each other in their duties. We observed staff using PPE appropriately. This helped ensure people were kept safe.

There were systems in place to ensure the safe and effective cleaning of all areas of the home, with regular checks on hand hygiene, use of PPE and IPC. We thought these could be more useful if they were discussed with staff either at a later time or as part of supervision, to ensure staff understood what they were doing well in addition to anything they needed to improve on.

There were sufficient provisions of PPE and hand sanitiser throughout the home, and additional supplies were kept on site supporting the home to keep staff and residents as safe as possible should they have an outbreak of infection.

How good is our leadership?

5 - Very Good

We found significant strengths in how quality assurance and improvement was delivered and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People could be assured that there were systems in place to monitor standards of care within William Simpsons. This included audits for key areas including care planning and review, satisfaction surveys of people living in the home, their friends and relatives and staff performance and supervision. These detailed any actions needed and we could track how areas that were outstanding or required improvement were followed up on. This meant that actions were taken by the staff team to improve outcomes for people. We discussed how the audits could be usefully streamlined to help the service focus on key areas now that good practice appeared to be well established.

There was a robust service improvement plan which looked at how the service can move forward in the coming short, mid and long term. We saw that the annual improvement plan was a live document that helped to inform actions across the home, including attracting high calibre staff and ongoing fundraising in order to support new opportunities and experiences for people.

Feedback from staff indicated that management were very approachable and supportive, and we heard from staff across all departments that they felt valued, included and listened to by the management team.

There was a positive culture and ethos of continuous improvement and development. This was led by the management team but staff at all levels were able to describe and demonstrate it. We saw a respectful and supportive team who shared the aims and values of the service. This meant that people living in the home were cared for and supported by a dedicated and positive workforce.

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?	5 - Very 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	6 - Excellent
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	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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