

## Hillview Care Home Care Home Service

36 Singer Road  
Dalmuir  
Clydebank  
G81 4SB

Telephone: 0141 941 3456

Type of inspection: Unannounced  
Inspection completed on: 15 September 2016

**Service provided by:**  
BUPA Care Homes (CFHCare) limited

**Service provider number:**  
SP2003002226

**Care service number:**  
CS2003010418

## About the service

Hillview Care Home is a care home for older people with 150 places. It is located in the Dalmuir area of Glasgow.

The service provider is BUPA Care Homes (CFH Care) Ltd.

The service has five care houses of 30 beds. Each care house has a large communal lounge/ dining room and smaller quiet room. There is access to the garden through patio doors. All bedrooms are single rooms with en-suite toilet and wash basin. There are a variety of bathrooms and showers for shared use.

At the time of this inspection there were 149 service users.

## What people told us

Prior to the inspection we issued satisfaction questionnaires. A very low number were returned.

One resident "strongly agreed" they were happy with the overall quality of care.

A comment was made that the care was "excellent."

Four relatives returned questionnaires. Of these three "strongly agreed" and one "agreed" they were happy with the care their relative receives.

During the inspection we spoke with five relatives. All were satisfied with the care and support provided.

Some comments include:

"We like the layout, especially the gardens. Staff are very busy but the routine suits our relative. It would be great to have more staff to spend more time with residents just talking, touching and reassuring."

"We like it, all needs are met, quite happy."

"It's OK, it's safe and the staff are nice. They're good at phoning and keeping you up to date. Could do with more of them but it's got better over the last year or so, they seem to be sharper."

"Staff work hard, my relative's well looked after. We have relatives' meetings and can suggest things. We know most of the staff, no issues. My relative seems content."

"Things are all-right, staff are busy. We see the activity board but there doesn't seem to be much going on in the unit. There's been a bit of an issue with clothes going missing or being worn by the wrong person. Staff are nice and the routines seem acceptable."

We also received 13 completed staff questionnaires. These indicated staff were aware of key policies, provided with training and support.

"I feel in BUPA I get enough support from the management to help me do my job effectively."

"I support people living with dementia and I have had training to help me understand my residents better and deliver quality dementia care."

We spoke with nine nursing and care staff during the inspection. All of whom told us they enjoyed their jobs and were keen to develop the service further. The staffing was described as "tight", staff felt despite this they provided good care.

## Self assessment

The service submitted a self assessment against the quality themes as requested. This identified many areas of strength and some areas in development.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

## What the service does well

The service was progressing with using different methods of gaining feedback from residents with dementia. Regular relatives' meetings were held and surveys used to gain views on the service. Responses were provided using "You said/We did" boards. In general there were high levels of satisfaction expressed by residents and relatives.

Staff training in dementia was progressing well and there was an increased focus on providing better care for people with dementia.

Observation of staff interactions showed staff were working hard and knew residents and their needs and preferences well.

There was good monitoring of medications to ensure those with harmful side effects were used only for the shortest time necessary. Medication systems were being monitored and we were satisfied with the systems in place. This included an improved record of monitoring the use of medication patches.

Staff were aware of adult protection procedures and could give examples of using these appropriately.

The environment was noted to be clean and tidy. There were no hazards seen. Maintenance records were satisfactory.

Improvements had been made to the gardens with new garden furniture purchased.

Ravenswood unit had been refurbished and the lounge and garden were upgraded. A new relaxation room was available as well as additional facilities in the garden, such as the potting shed.

## What the service could do better

The 2016 involvement strategy could be more specific and inclusive of gaining views and involvement of people with dementia. Although many people told us they thought staffing could be better the "You said/We did" boards did not pick up on this issue to show listening and provide a response.

Residents who experience stress or distress had limited details recorded in their care plans of how this would occur and what staff should do to prevent or reduce occurrence. This was discussed with management and further training on the subject will be provided. Observation of lounges showed staff were sometimes unaware of the effect the T.V. can have on the atmosphere of the room. Changing the programme or using music may be more appropriate at times. We found information of life history very limited in some cases. This makes it hard for staff to "see the person" or to help maintain contacts with those who may be important to them. The care plans should be developed to help staff support individuals more effectively. (See recommendation 1).

Although we had no concerns about personal care. We noted records were not able to show clearly when a resident had last had a bath or shower. It was also difficult to track bowels and oral care. These issues can contribute to discomfort and need to be monitored in residents who are unable to describe clearly what might be upsetting. Consideration should be given to how the current records are used and reviewed if necessary to ensure appropriate monitoring can take place easily.

Staff were reminded again to check controlled drug cupboards to ensure these were not used for the storage of valuables.

There were some cleanliness issues noted along the edges of corridors and door strips.

Two units were due to have a refurbishment carried out. This gave opportunity for development of the environment to be more appropriate for people with dementia. Issues noted included: Single lever taps are difficult for people with dementia to use, more contrast colours are needed to help with light switches and clocks could be more visible.

It was also noted that laundry bags were on the floor in the sluice rooms due to a difficulty attaching them to the laundry trolley. This could be improved.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The service provider should ensure that personal plans are developed to guide staff regarding the management of stress and distress reactions of individual residents in a consistent and clear way. In order to do this the service should ensure plans include details of the following:
  - what is likely to cause/trigger stress or distress in this person.
  - details of how this is best managed for the individual.

- current medication used to manage the care need and the criteria for its use for the individual.
- detail in "as required" protocols steps that could be taken prior to medication being used to calm distress.

National care standards for care homes for older people, Standard 15 - Keeping Well - Healthcare.

## 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
11 Nov 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
17 Sep 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
19 Jun 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
12 Feb 2013	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 4 - Good
26 Jun 2012	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	4 - Good
7 Dec 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 4 - Good
4 Nov 2011	Re-grade	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed Not assessed Not assessed
27 Apr 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
12 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
29 Apr 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
16 Nov 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good 4 - Good
30 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
3 Nov 2008	Unannounced	Care and support Environment Staffing	4 - Good 3 - Adequate 4 - Good

Date	Type	Gradings	
		Management and leadership	3 - Adequate
2 Jun 2008	Announced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
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