

# Wallace Court Care Home Service

191-193 Main Road  
Elderslie  
Johnstone  
PA5 9ES

Telephone: 01505 331 804

**Type of inspection:**  
Unannounced

**Completed on:**  
31 October 2022

**Service provided by:**  
Capability Scotland

**Service provider number:**  
SP2003000203

**Service no:**  
CS2003001270

## About the service

Wallace Court is a care home for adults with physical and/or sensory disabilities or a learning disability. It is situated in Elderslie close to local transport links, shops and community services. The service provides residential care for up to 20 people.

Wallace Court is purpose built and is a single storey building. There is a large dining area, and various lounges throughout the home. People have a flat which is single occupancy with en suite shower facilities. Additional bathrooms with adapted baths and hoists are available. There are accessible garden areas to the rear and side of the home.

## About the inspection

This was an unannounced inspection which took place over five days starting on 12 October 2022 between the hours of 08:30 and 18:30. 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 six people using the service and two of their family and friends during the inspection process.
- We also sought the views of seven family members by email.
- Spoke with 11 staff and management.
- Observed practice and daily life.
- Reviewed documents.
- Spoke with two visiting professionals, received written information from one and an email from another.

## Key messages

- People and their relatives praised the staff for their hard work and dedication during the Covid-19 pandemic.
- People and their relatives stated the service they received was excellent.
- The fully integrated multiagency approach facilitated by the staff team meant people had excellent outcomes in their health and wellbeing.
- People living in the service actively participated in their local and national communities with support from the full staff team at Wallace Court and Capability Scotland.
- People benefitted from a staff team that consistently advocated for their rights.
- The full staff team implemented several improvements to their IPC (Infection Prevention and Control) to be in line with the current best practice guidance from the Care Home Infection Prevention & Control Manual (CH IPCM)
- People were kept safe due to the very good quality assurance processes implemented by the full staff team.

## 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?	4 - 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?

4 - Good

Although the overall evaluation for this key question is good. We evaluated two key indicators as excellent. This is where a service supports high quality experiences for the people living in the service.

People told us they received excellent, high-quality care from the staff team at Wallace Court. One person said "I love living here. The staff are great, and they are very good to me." Another said "I love all the staff. They listen to me." All nine relatives we sought views from told us Wallace Court was excellent and that they could not fault the care and support their loved ones received. One relative said, "The care they have received is amazing especially through lockdown." Another said "They treat my loved one like they are part of their family. They treat them with dignity and respect from the domestic team up. I believe the care everyone receives is excellent."

We noted the staff team held excellent values. This was evidenced through the culture promoted by all staff working at Wallace Court. People were treated as individuals and their contributions were valued and used to inform their care and support. People living at the service took part in discussions with the Scottish Government for the National Care Service. This gave them the opportunity to give their opinions on what is important to them and discuss the changes they wanted to see in the current proposals in a way that was meaningful to them.

People experienced excellent outcomes due to the consistent and stable staff at the service. However, when recruitment to the service was necessary, people had an active role in this procedure. They would support the management team during interviews and their views were used in the decision-making process for new candidates. This enabled people to recruit staff they had actively chosen to support them.

People received excellent care and support informed by a range of good practice tools, reviews, and risk assessments. Staff knew people very well. This meant they were able to quickly recognise the signs and symptoms when someone was not presenting in their usual manner. Staff regularly advocated for the people they supported with external healthcare professionals. People's health benefitted as they received the treatment they required quickly and effectively.

We sought the views of four health professionals. All said the care and support provided by the staff team at Wallace Court was excellent. One said "My feedback is extremely positive. I have no concerns or issues. I feel I could come to the service at any time, and I would be welcomed, and I would find it just as they would if you knew I was coming". Another said, "It is clear the support team provide excellent care and support, I have nothing more I can say".

Staff had an excellent knowledge and understanding of the 'Open with Care' guidance published by the Scottish Government to facilitate visiting in care homes. They diligently promoted visiting, activities, groups and outings for everyone living at the service, their friends and relatives. During the inspection people took part in several different experiences. This was a typical week for the service and enabled us to see the variety of what was offered. During this week people took part in fishing, attended different football games, visited a graveyard important to the person, went shopping and attended individual community groups and day centres. This enabled people to have varied, active and meaningful lives, facilitated by the staff team.

People enjoyed a homely environment that was free from odours and presented as clean and tidy in a way that was not clinical. Throughout the inspection we observed the domestic team and other staff cleaning

the service. We noted the correct cleaning materials being used in line with the current best practice form the Care Home Infection Prevention and Control Manual (CH IPCM).

The provider had implemented cleaning schedules, and these were being used by the staff to record what areas had been cleaned and when. However, we discussed improvements to these schedules with the management team. We also found areas that required further attention to detail. During the inspection, the changes we identified were implemented effectively and efficiently. This enabled staff to complete the schedules in line with the current best practice form the Care Home Infection Prevention and Control Manual (CH IPCM). People's outcomes benefitted from the highly responsive staff team.

## How good is our leadership?

### 5 - Very Good

We found significant strengths in the quality assurance policies and procedures implemented by the service which directly supported good outcomes for people. Therefore, we evaluated this key question as very good.

The provider had a robust quality assurance policy and procedure in place at the time of inspection. This enabled staff to use quality assurance effectively which directly resulted in good outcomes for people living in the service.

The quality assurance consisted of a comprehensive range of quality checks and audits covering a wide variety of subjects. The management team used this information to inform all aspects of service delivery. For example, personal plans and reviews, staff training and development and medication management. People received high quality care and support informed by the clear and transparent quality assurance systems in place at the service.

We noted the service had not received any complaints at the time of inspection. Relatives we contacted stated all staff were approachable and very responsive. Staff were highly motivated and eager to help if anyone had concerns or issues about their loved one. Throughout the inspection, we observed all staff support and listen to people and their families. A relative said "I never have concerns, but if I did, I know they would be rectified immediately by any of the team"

All staff we spoke with advised they felt supported by not only the management team, but by all colleagues who worked in the service. We observed supportive and nurturing relationships between all staff throughout the inspection. Team meetings, supervisions and observed practice took place regularly. The manager had implemented changes to the supervision template which promoted staff learning and development in areas such as the Health and Social Care Standards (HSCS) and Adult Support and Protection (ASP). This enabled staff to reflect on their practice in constructive ways and include help and support from their colleagues.

People benefitted from a service that seeks their views and opinions to inform change. The service had a comprehensive improvement plan which was in line with the 'Self Evaluation for Improvement - Your Guide' best practice document from the care inspectorate. The plan highlighted areas for improvement and gave clear information on how and when these would be achieved. It included the views and opinions of those using the service and their relatives.

## 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?	4 - Good
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
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	4 - Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	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 iarrrtas.

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.