

# Senwick House Care Home Service

Borgue  
Kirkcudbright  
DG6 4TP

Telephone: 01557 870236

Type of inspection: Unannounced  
Inspection completed on: 19 September 2017

**Service provided by:**  
Geraldine Austin

**Service provider number:**  
SP2003002545

**Care service number:**  
CS2003010847

## About the service

Senwick house is a care home service for older people. The service provider is Geraldine Austin.

The home is registered to provide residential care and support to a maximum of 17 older people. There are nine single rooms and four twin rooms, but the latter can be used for either single occupancy or to accommodate a couple. All rooms are en-suite with the exception of one on the ground floor. At the time of the inspection there were 13 residents living in the home.

Senwick House is a large period property with extensive landscaped gardens. It is rurally situated near to the village of Borgue. The house has extensive views over the surrounding countryside down to the sea.

The accommodation and communal areas are spread over three floors within the building.

Access between floors is assisted by means of two chair lifts. There is a large lounge overlooking the gardens which is comfortable, welcoming and bright. The house has recently added on a sun room adjoining this lounge which is tastefully decorated. Patio doors give direct access to a sun terrace area with lighting, garden furniture and spectacular views of the countryside. The house is classically decorated with period furniture, antiques and artwork.

Senwick House is run and managed as a family concern. The owner of the service is still actively involved, but the day-to-day management and development is carried out by her daughter. There is a small staff team who are well qualified and experienced.

## What people told us

Prior to the inspection we sent out questionnaires to give us feedback on the quality of the service.

We received two completed questionnaires from service users and two from relatives. All four people indicated they "strongly agreed" they were happy with the overall quality of care provided. All questions were responded to positively and additional comments indicated there were very high levels of satisfaction with the service.

During the inspection we spoke with one relative and three service users. All gave very positive comments about the service.

Some comments included:

"From the top to the bottom I can't praise them enough. They choose staff carefully and all of them are nice and kind."

"It's suiting us fine, staff are nice and it's all very clean. The new path outside is helpful as it's easier to get outside now. They try hard to find things for people to do and they keep you informed of changes as they arise."

## Self assessment

The service were not asked to complete a self assessment prior to this inspection. We discussed the development of an improvement plan with the manager and this was in the early stages of production.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	5 - Very Good
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	not assessed

## What the service does well

There was very positive feedback from service users and relatives on the care and support provided. People described high quality person centred care.

We observed staff interactions with service users which were kind and attentive. Staff knew service users well and this helped to anticipate their needs and monitor health conditions well.

We examined three personal plans of service users. Overall, these set out plans of care and recorded outcomes which indicated care needs were met responsively. For example equipment was changed as a service user's needs changed.

The falls risk assessment was in keeping with good practice and helped to identify falls prevention approaches for staff to follow.

Medication systems were checked and satisfactory. There was very good recording of the use of medicated creams with an overview and link to the service user's skin appearance. This demonstrated a thorough approach to ensuring this aspect of health was monitored well.

We checked the financial records of service users monies used for shopping, hairdresser and other small expenses. This system was auditable and balances of amounts were available to those with financial responsibility.

We spoke with a visiting professional who confirmed confidence in the service and records showed there was proactive referral to health care professionals. This helped to ensure service users were as well as they could be.

The accommodation was very pleasant and all areas were clean and decorated to a very high standard. The building is located in a lovely setting. All the rooms were homely and bedrooms had personal belongings to enhance this.

Staff we spoke with were aware of how to clean up spills and ensure repairs were flagged up quickly. This contributed to making the service clean and safe.

We saw health and safety checks were in place and carried out regularly. Improvements continue to be made to the environment and further refurbishment work was planned for rooms on the lower ground floor.

There was a mixed client group and some service users have dementia whilst others don't. Some adaptations had been made to the environment to help with orientation such as signage. Further improvements were planned to improve lighting and introduce more colour contrasts.

There was plenty of space and choice of where to sit. Links with the local community helped people to keep in touch. Although the building is in a rural location there were regular trips into Kirkcudbright and some local community groups come to visit the service.

## What the service could do better

We discussed some areas for improvement with the manager. The service were keen to develop further and had already started to develop a service improvement plan.

Some risk assessments in the personal plan may benefit from clearer timescales as to how often they should be reviewed. This would tighten existing systems to ensure monitoring of service users health.

We discussed how a written "reassuring narrative" could be expanded to help staff provide a consistent response to a service user who may exhibit symptoms of stress or distress. This was a subject the manager was keen to develop further and additional dementia training was planned. The introduction of dementia champions was in progress to help enhance staff skills in this subject.

A minor alteration to the accident/ incident form could be made to ensure Care Inspectorate notifications are made. Additional staff could have access to e-forms to help this to be done during weekends and out of hours.

Some bedroom door handles could be replaced to improve the appearance of one and introduce an appropriate lock so a key can be used if requested. This can help to support service user's privacy.

Action was taken to address water outlets which had gone above the recommended water temperature. This helps to ensure the safety of service users.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## 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
18 Jan 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
5 Dec 2014	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 6 - Excellent Management and leadership 6 - Excellent
28 Feb 2014	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 6 - Excellent Management and leadership 5 - Very good
25 Jan 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
13 Mar 2012	Unannounced	Care and support Not assessed Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good
18 Aug 2011	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership Not assessed
31 Jan 2011	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
31 Aug 2010	Announced	Care and support 3 - Adequate Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	Not assessed
22 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 2 - Weak 4 - Good
30 Sep 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
23 Mar 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
27 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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