

# Struan Lodge Care Home Service

2 Ben-Corrum Brae  
Dunoon  
PA23 8HU

Telephone: 01369 703 936

**Type of inspection:**  
Unannounced

**Completed on:**  
16 June 2022

**Service provided by:**  
Argyll and Bute Council

**Service provider number:**  
SP2003003373

**Service no:**  
CS2003000452

## About the service

Struan Lodge care home is owned and managed by Argyll and Bute Health and Social Care Partnership. It is registered with the Care Inspectorate to provide care and accommodation for up to 12 older people. This includes one place for respite care.

The home was purpose built in mid 1970's and linked to a separately managed day care centre.

It provides a comfortable standard of accommodation for residents who have access to an enclosed garden. There is ample communal living and dining space and all bedrooms are for single person use with en-suite facilities.

Dunoon town centre is around a mile away with public transport links nearby.

## About the inspection

This was a full inspection which took place between 9 & 16 June 2022. 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 a range people using the service and their family/friends/representatives
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

**Key messages**

We saw kind and positive interactions between staff and people living in Struan Lodge  
 The service has developed effective links with allied health professionals for the benefit of the residents.

Staff in the home were familiar with the ever changing needs of those in receipt of support.

The Scottish Government "open with guidance" was integrated within staff practice to facilitate meaningful contact between residents and their friends/families.

The IPC practice observed within the home supported a safe environment for people to live in.

We observed quality assurance to be the responsibility of all members of the team, ensuring that everyone has a role to play in maintaining standards in the home.

**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.

### 1.3 People's health and wellbeing benefits from their care and support

#### Evaluation

We evaluated this very good with key strengths having a positive impact on people supported. People should experience personalised care and be treated with dignity and respect. People we spoke to were very complimentary about the staff and the care provided. We saw kind and positive interactions between staff living in Struan Lodge and one relative told us; "such a caring group of people".

The staff team gather key information, prior to admission from people supported, relatives, health and social care professionals. Personal plans sampled were detailed containing person-centred information using "getting to know me" document. This document summarised what matters to a person. This information supported staff to build supportive relationships, with information about what is important to people supported. Personal plans were accessible with accurate and relevant information. Reviews and risk assessment were up to date. The service had taken time to get to know the people they support, and this was reflected in the individual personal plans. Personal plans were continually evaluated to ensure they were accurate and reflective of the needs of people supported.

Staff had very good links with local health professionals, and we saw timely referrals to the appropriate services which supported people to receive the right treatment at the right time. Struan lodge managed medication safely with a robust medication policy and well-trained staff. Staff told us they were confident in their role to support the health and wellbeing of people and were well supported by the management team to do this

Staff we spoke were extremely knowledgeable about the people supported and told us they had time to spend with people. Personal plans were organised and easy to follow, providing staff with clear relevant information about how to support a person.

Staff were responsive to the changing health needs, and this was reflected in personal plans. Relatives told us they were kept informed of significant changes and the outcomes of these. Relatives we spoke to all valued the consistent approach from the staff team.

Struan lodge have implemented anticipatory care plans. This provides an important opportunity for people supported to discuss and plan future care needs. Personal plans were person centred and outcome focused supporting positive experiences for people living in Struan Lodge and relatives told us this.

### 1.4 People experience meaningful contact that meets their outcomes, needs and wishes

#### Evaluation

We evaluated this very good with key strengths having a positive impact on people supported. People living in Struan Lodge have a right to meaningful visits and meaningful activities. People were supported to have contact with family and friends. Relatives told us that visiting was made easy and that it was "never a problem". Relatives were kept fully up to date with guidance. The staff team knew the importance of contact and supported this. The Scottish Government "open with guidance" was integrated within staff practice to facilitate meaningful contact, benefiting the wellbeing of people supported.

People we met at Struan Lodge were relaxed, happy and people told us that they enjoyed the activities available. The daily activity board was completed to inform people supported and visitors. A staff member had dedicated time to plan activities. Staff we spoke to knew what people liked and this was reflected in the planning of activities. Activities occurring recently included trips to the cinema and a Jubilee garden party, bringing families, friends, children, and staff together. People supported told us they had "enjoyed it" and a relative said; "A Big Thank you to all the Struan team for making a lovely afternoon for the residents and guests. Dad said he enjoyed sitting in the sunshine. Thank you for the lovely afternoon tea, good Scottish hospitality".

Struan Lodge utilised their space to support group activities with daily board games and music. Friendships were encouraged and we told how by a person supported how much this mattered. The service had developed strong links with the both the primary and secondary schools with future activities planned. Regular updates were posted on Struan Lodge's face book page to keep people informed of what was happening.

It is important that people are provided with the opportunity to take part in activities they like and have opportunities to see relatives, friends and develop new interests. This service uses a range of ways to support meaningful contact and activities contributing to the health and wellbeing of people living in Struan Lodge.

### 1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure

We evaluated this very good with key strengths having a positive impact on people supported. The service has and continues to keep people supported safe with robust infection prevention control practice (IPC). Staff told us they had received training and training records viewed confirmed this. Robust IPC practice is supported with up-to-date IPC guidance and staff told us they were regularly updated with changes. This supported staff knowledge and practice to ensure the safety of people living in Struan Lodge and minimise the risk of infection.

Personal protective equipment (PPE) was readily available, and we observed staff using PPE being correctly. Staff competency checks are in place to support safe practice. Staff we spoke to were knowledgeable about their responsibilities for Covid testing. PPE stations were well stocked, tidy and clutter free.

We saw completed cleaning schedules, mattress audits and an environmental risk assessment Linen was stored appropriately, in clean areas. Communal areas were exceptionally clean, safe and, homely with personalised pictures displayed. Staff were confident in their roles as they were provided with support, training, and up-to-date information. Relatives and people using the service were confident with IPC with one relative describing the practice as "very safe". The IPC practice supported a safe environment for people to live in and relatives told is they felt "confident" in the service.

## How good is our leadership?

5 - Very Good

### 2.2 Quality assurance and improvement is led well

We evaluated this very good with key strengths having a positive impact on people supported. Struan lodge has systems in place to improve the experience of people supported. They have a range of mechanisms to monitor and review practice. They have worked hard to develop systems to share learning

from quality audits and their reflection from practice with clear and detailed actions plans. We saw action plans were monitored with information about progression and signed off when completed. The information was regularly evaluated to support continuous improvement.

The service does not allow quality improvement to "stand still" with information flowing through the team at handovers, team meetings and supervision. The manager summaries all quality information with an end-of year report which informs the improvement plan. The improvement plan was linked to the Health and Social Care Standards. Key information was captured and used to inform practice. Quality assurance practice covers, IPC, personal plans, medication, accident incidents, falls and health and safety.

Staff told us about the open culture with excellent support through regular supervision and from the management team. Champions had been identified for IPC, and communication. Families and people supported were involved through questionnaires and a focus group. The service was committed to involving people supported, relatives and staff with improving care provided to support better outcomes for people living in Struan Lodge. People should be confident that the service is dedicated to maintaining person centred care through continuous evaluation.

## 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
1.3 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	5 - Very Good
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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