



# Inspection report

## Auchtermairnie Care Home Care Home Service Adults

Star Road  
By Kennoway  
Leven  
KY8 5SF

**Inspected by:** Carole Kennedy  
**(Care Commission officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 2 November 2010

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**Service provided by:**  
Fairfield Care Scotland Ltd

**Service provider number:**  
SP2007009107

**Care service number:**  
CS2007153219

**Contact details for the Care Commission officer who inspected this service:**

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## Easy read summary of this inspection report


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There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



### We gave the service these grades

Quality of Care and Support	 <b>5</b>	Very Good
Quality of Environment		N/A
Quality of Staffing		N/A
Quality of Management and Leadership		N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

### What the service does well

The directors, manager and staff team continue to work well together to ensure the service provides a positive and supportive philosophy of care. Staff are friendly and the home has a warm and welcoming atmosphere. The premises are clean and very well maintained and residents views have been taken into account in improvements to the range of activities offered and the internal and external environment.

The views of residents, their relatives and wider stakeholders such as professional visitors to the home are sought regarding all aspects of the service and how they can be improved. Residents told us they are very happy living in Auchtermairnie and spoke positively about the staff team.

### **What the service could do better**

The service management has stated their ongoing commitment to continually improving all aspects of the care and support provided to residents and their families. The service aims to facilitate a culture and environment in which participation of all residents, staff and relatives is central.

### **What the service has done since the last inspection**

The service has continued to make improvements to all aspects of the care and support provided at Auchtermairnie. The service has attained NHS Fife Oral Health Award, is participating in the NHS 'Falls Risk Management' trial and have agreed to act as one of the early implementation demonstrator sites for the Scotland wide national falls resource for care homes. Participation in these projects will enable staff to receive guidance and training in best practice which will help improve the way they work and ensure residents receive good quality care.

### **Conclusion**

This was a positive inspection with no requirements or recommendations made. Auchtermairnie continues to provide a comfortable and homely environment. Residents confirmed they are offered choice in all aspects of daily life and are treated with respect and dignity. The grades awarded at the previous inspection are reconfirmed.

### **Who did this inspection**

**Lead Care Commission Officer**  
Carole Kennedy

**Other Care Commission Officers**

Aileen Scobbie

**Lay Assessor**

**Please read all of this report so that you can understand the full findings of this inspection.**

## About the Care Commission

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We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: [www.carecommission.com](http://www.carecommission.com). Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

## About the National Care Standards

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The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: [www.scotland.gov.uk](http://www.scotland.gov.uk)

You can get printed copies free from:

Booksource  
50 Cambuslang Road  
Cambuslang Investment Park  
Glasgow  
G32 8NB  
Tel: 0845 370 0067  
Fax: 0845 370 0068  
Email: [scottishgovernment@booksource.net](mailto:scottishgovernment@booksource.net)

## What is inspection?

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Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

## **Recommendations, requirements and complaints**

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

# How we decided what to inspect

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## **Why we have different levels of inspection**

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

## **How we decide the level of inspection**

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

# What is grading?

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We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

## How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

## About the service we inspected

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Auchtermairnie Care Home is owned and managed by Fairfield Care Scotland Limited. The care service was registered by the Care Commission on 23 July 2007 to provide permanent and respite residential care for 24 Older People. The care home is situated on the rural outskirts of Kennoway midway between Glenrothes and Leven.

Accommodation is offered within a contemporary two level house providing 22 bedrooms, two of which can accommodate couples. All rooms have ensuite facilities. A small area for onsite parking is provided at the front of the building.

There were 20 people resident in the home on the day of inspection. The people who live in Auchtermairnie prefer to be known as residents therefore this term has been used throughout this report.

Feedback was given to the manager and directors at the end of the inspection.

Based on the findings of this inspection this service has been awarded the following grades:

<b>Quality of Care and Support</b>	<b>5 - Very Good</b>
<b>Quality of Environment</b>	<b>N/A</b>
<b>Quality of Staffing</b>	<b>N/A</b>
<b>Quality of Management and Leadership</b>	<b>N/A</b>

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website ([www.carecommission.com](http://www.carecommission.com)) to find the most up-to-date grades for this service.

## How we inspected this service

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### **What level of inspection did we make this service**

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### **What activities did we undertake during the inspection**

From October 2010 the Care Commission has temporarily introduced an additional, less intense inspection approach for services which have previously reached a good level of performance. This service qualified for this reduced inspection approach and was therefore inspected only against one quality theme at this inspection.

This report was written after an unannounced visit to the service on 22 September 2010. The inspection was carried out by Care Commission Officers Carole Kennedy and Aileen Scobbie. The inspection focused on progress made by the service provider in response to areas for improvement identified in the last inspection report. Feedback on the findings of the inspection was provided to the manager at the end of the inspection. The service submitted a completed Annual Return and self assessment form, as requested by the Care Commission before the last inspection.

A current and valid certificate of insurance was seen to be publicly displayed alongside the Registration certificate and staffing schedule.

During the inspection, evidence was gathered from various sources including:

Review of a sample of records and other documentation including minutes of meetings, cards & comments submitted to the service by families, training records and discussions with the manager and 4 residents.

### **Inspection Focus Areas (IFAs)**

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website [www.carecommission.com](http://www.carecommission.com).

### **Fire safety issues**

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

### **The annual return**

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

### **Annual Return Received**

No

### **Comments on Self Assessment**

The self assessment was submitted prior to the announced inspection and commented upon in the inspection report dated 3 August 2010.

### **Taking the views of people using the care service into account**

We spoke with 4 residents in the course of the inspection. All expressed themselves to be happy in the home, they felt safe, liked the staff and were very happy with the quality of care and support provided to them. Comments included;

"It's lovely"

"Fiona's lovely (manager)"

"It's my own home"

One resident newly returned from hospital told us "I was glad to come home"

### **Taking carers' views into account**

No carers/relatives were available on this occasion. Comments from relatives we spoke with and questionnaires returned to us were noted in the last inspection report dated 3 August 2010. This should be read in conjunction with this report.

## Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service Strengths

Following discussion with the manager and residents, review of a sample of documentation and observation of practice, the Care Commission Officers found the performance of the service to be excellent in relation to this statement.

As recorded in the last inspection report the service has a participation strategy. A variety of methods are used to gain residents and relatives views and these are taken account of to further develop and improve the service. For example, residents and their relatives have participated in voting for the care home 'employee of the year'. They have also been consulted regarding mealtimes and the format and content of menus. Following consultation the service has altered the daily menus to reflect residents choice. The larger main meal of the day is now served at teatimes Monday through Thursday and at lunchtime Friday through Sunday. The service has also recently introduced a personalised 'family lunch'. Each month a different resident is supported to invite members of their family or friends to a private afternoon function. The event is held in the downstairs dining room which is made as personal as possible with ornaments and other items belonging to the resident displayed and used. The resident selects the menu and they and their family are supported to enjoy a private family occasion. A resident told us she had thoroughly enjoyed the experience and particularly liked the effort staff had made to make the room feel like her own.

#### Areas for Improvement

The management intend to continue monitoring areas for improvement in consultation with residents, relatives and wider stakeholders to ensure participation continues to be at the heart of the service.

#### Grade awarded for this statement

6 - Excellent

#### Number of Requirements

0

#### Number of Recommendations

0

### **Statement 3**

We ensure that service user's health and wellbeing needs are met.

#### **Service Strengths**

Not all aspects of this quality statement were examined at this inspection.

From the sample of evidence examined the performance of the service was found to be very good in relation to this statement.

Since the last inspection the service has attained NHS Fife Oral Health Award, is participating in the NHS 'Falls Risk Management' trial and has agreed to act as one of the early implementation demonstrator sites for the Scotland wide national falls resource for care homes. Participation in these projects will enable staff to receive guidance and training in best practice which will help further improve the way they work and ensure residents receive good quality care.

The grade awarded at the last inspection is reconfirmed.

#### **Areas for Improvement**

The service provider and manager are committed to the continued development of staff knowledge and skills through provision of training that reflects best practice guidance.

#### **Grade awarded for this statement**

5 - Very Good

#### **Number of Requirements**

0

#### **Number of Recommendations**

0

## Other Information

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### **Complaints**

No complaints have been upheld, or partially upheld, since the last inspection.

### **Enforcements**

We have taken no enforcement action against this care service since the last inspection.

### **Additional Information**

#### **Action Plan**

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## Summary of Grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
<b>Quality of Environment - Not Assessed</b>	
<b>Quality of Staffing - Not Assessed</b>	
<b>Quality of Management and Leadership - Not Assessed</b>	

## Inspection and Grading History

Date	Type	Gradings
3 Aug 2010	Announced	Care and support 5 - Very Good Environment <i>Not Assessed</i> Staffing <i>Not Assessed</i> Management and Leadership 5 - Very Good
4 Feb 2010	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing <i>Not Assessed</i> Management and Leadership <i>Not Assessed</i>
28 Jul 2009	Announced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
19 Jan 2009	Unannounced	Care and support 4 - Good Environment <i>Not Assessed</i> Staffing <i>Not Assessed</i>

		Management and Leadership	<i>Not Assessed</i>
9 Apr 2008	Announced	Care and support Environment Staffing Management and Leadership	4 - Good 5 - Very Good 5 - Very Good 5 - Very Good

## Terms we use in our report and what they mean

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**Action Plan** - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

**Best practice statements/guidelines** - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

**Care Service** - A service that provides care and is registered with us.

**Complaints** - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

**Enforcement** - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

**Disclosure Scotland**- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

**Participation** - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

**Personal Plan** - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

## How you can use this report

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Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

## People who use care services, their relatives and carers

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We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

## The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

## Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website [www.carecommission.com](http://www.carecommission.com) or by telephoning 0845 603 0890.

## Translations and alternative formats

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هه بايتسد سىم رونابز رگىد روا رولکش رگىد رپ شرازگ تعاشا هى

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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Improving care in Scotland