

Inspection report

Auchtermairnie Care Home Care Home Service

Star Road
By Kennoway
Leven KY8 5SF

Inspected by: Carole Kennedy
(Care Commission Officer)

Type of inspection: Announced

Inspection completed on: 9 April 2008

Service Number

CS2007153219

Service name

Auchtermairnie Care Home

Service addressStar Road
By Kennoway
Leven KY8 5SF**Provider Number**

SP2007009107

Provider Name

Fairfield Care Scotland Ltd

Inspected ByCarole Kennedy
Care Commission Officer**Inspection Type**

Announced

Inspection Completed

9 April 2008

Period since last inspection

The last inspection took place 10 October 2007 (6 months)

Local Office AddressCentral East Region
South Suite
Ground Floor
Largo House
Carnegie Avenue
DUNFERMLINE
KY11 8PE

Introduction

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. At the time of inspection there were 21 service users resident.

Based on the findings of this inspection the service has been awarded the following grades:
Quality of Care and Support - Grade 4 - Good
Quality of Environment - Grade 5 - Very Good
Quality of Staffing - Grade 5 - Very Good
Quality of Management and Leadership - Grade 5 – Very Good

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

This report was written following an announced inspection which took place between 9.20 - 16.30 on 9 April 2007.

The service submitted a completed Annual Return as requested by the Care Commission. The Care Home provider also submitted a completed self assessment form.

Ten Care Commission questionnaires were issued to friends, relatives or carers of people resident in the home. Nine completed questionnaires were returned prior to the inspection.

This service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was based upon the relevant Inspection Focus Area (IFA) and associated National Care Standards - Care Homes for Older People, recommendations and requirements from previous inspections and complaints or other regulatory activity. This included a sample/grade of a service user quality statement from each Quality Theme and a sample/grade of IFA and a Quality Statement chosen by the CCO in each Theme. The IFA for 2008/09 for this category of service is Notifications.

The inspection was carried out by Care Commission Officers Carole Kennedy and Aileen Scobbie.

During the inspection, evidence was gathered from a number of sources including:

A review of a range of policies, procedures, records and other documentation including the following:

Supporting evidence from the up to date Self Assessment

Service User's personal plans

Training records

Health & Safety records

Accidents and Incident records

Complaints records

Questionnaires which had been requested, completed and returned to the care service from Service Users, Relatives/Advocates of Service Users and staff members.

Care Commission Questionnaires which had been circulated to friends, relatives or carers of people resident in the home.

Discussions with a range of people including:

Home Owner

Managers

Care Staff

Service Users

Relatives/Carers of Service Users.

Observation of staff practices.

Examination of the environment and equipment.

All of the above information was taken into account during the inspection process and was reported on.

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:

<http://www.carecommission.com/>

This service will receive a minimum of 2 inspections over the year 2008/09.

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements since last Inspection

There were no requirements arising from the last inspection report. Two recommendations made have been met by the service provider and are addressed within this report under Quality Statement 4.4.

Information about complaints that have been upheld or partially upheld can be found on the Care Commission website.

Comments on Self Assessment

A fully completed Self Assessment document was submitted by the service. This was

completed to a satisfactory standard and gave relevant information for each of the quality Themes and Statements. The service provider identified what they thought they did well, some areas for future development and how they planned to implement changes and further develop the service. It also included information on how service users participated in the process.

View of Service Users

Service Users spoken with on the day of the inspection expressed themselves to be very happy in the home and satisfied with the quality of care and support provided to them.

View of Carers

The Care Commission Officers spoke with 3 relatives/carers on the day of inspection. Comments received were extremely positive. 9 Care Commission questionnaires completed and returned by relatives/carers of service users highlighted that they were either very satisfied or satisfied with the quality of services their friend/relative received in Auchtermairnie. One questionnaire identified an instance when their relative's clothes were seen being worn by another service user. The same relative had also raised concern that their relative was not being provided with enough fluid. The service provider was aware of the issues and action had been taken to address them. Other comments included;

"The home and all the staff are very good"

"If I felt I had to complain I would but I cannot see anything to complain about"

"All the staff are very kind, cheerful and extremely helpful."

"Great friendly atmosphere"

"Any concerns regards relatives care raised with home staff and dealt with at time"

"I am very impressed with the changes"

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 4 - 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

The service provider had developed and implemented a participation policy. This clearly identified the service was committed to ensuring service users and their relatives/carers are encouraged and supported by staff to participate in assessing and improving the quality of the service provided in Auchtermairnie. The policy details roles and responsibilities and how the policy will be put into practice. Participation has also been included in staff induction training and this was confirmed in discussion with staff members. The service provider uses a range of strategies to involve service users, relatives/carers and seek their views on the service provided. These include, questionnaires, various group meetings, one to one discussions, 6 monthly review meetings and a regular newsletter. The CCO's examined the completed questionnaires outcomes record and action plan. Minutes of joint service users and relatives meetings (2 relatives attended most recent) service users meetings, staff meetings. Social activities were central to service users meeting agenda and it was evident that issues raised by service users were being actioned, with the responsible person identified in the minutes. A poster advertising the Care Commission inspection details was publicly displayed in the home and service users and visitors were aware of the details of the visit.

Relatives/carers spoken with described good communication from staff and stated they received regular encouragement from staff members to give their views on the service and whether the staff could do anything to improve it for them. In discussion relatives gave a very positive account of being made welcome and being actively encouraged to be involved in their relatives care and the day to day activities in the home including the recent Daffodil Tea and outings.

Areas for Development

Continue monitoring and discussion with service users and relatives to ensure participation is an ongoing process.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 5: We respond to service users' care and support needs using person centered values.

Service Strengths

Each bedroom had been personalised by the service user and their family to reflect their personal preferences, interests and treasured mementos. A detailed personal care file was in place for each service user. The information recorded provided a clear picture of the person, their abilities, likes, dislikes, social and health care needs, any assistance required and how this was to be provided. Service users or their relative/carer signed to confirm their agreement with the contents of the care file. Relatives and service users confirmed they were invited to attend 6 monthly review meetings, their views were sought and addressed and a record of the meeting was kept in the care file. Personal plans were reviewed minimum of 6 monthly. Service users birthdays were celebrated and a birthday cake baked by the cook and shared with everyone in the home. From discussion with staff members it was evident they had a good understanding of person centred care and this was central to the philosophy and culture of the care home. One service user informed the CCO that the service provider had installed an additional call point in the bedroom and had resited the telephone socket for the convenience of the service user. The service user stated the action taken by the provider was very considerate as it provided further reassurance that assistance was readily available if needed.

Areas for Development

Two risk assessments had not been reviewed and updated as per assessment. Also the door key pad system was not identified on the risk assessment forms as potential restraint. A requirement was made.

CCO Grading

4 - Good

Number of Requirements

1

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths

The service provider circulated questionnaires to service users, relatives/carers and staff. The questionnaires included questions on the quality of the environment and the responses have been collated and an action plan to further improve the service implemented. Feedback about the outcome and planned action to address issues has been given to all parties. An ongoing programme of redecoration and refurbishment of rooms was in place and many rooms had been painted and new carpets fitted. Service users and their relatives confirmed their views had been sought regarding choices of decoration and furnishings and stated they were very pleased with the improvements made and the quality of the work. Rooms were seen to be furnished and decorated to a high standard and personalised to reflect the service users personal preferences and choices. Service users spoken with stated they were very pleased with their rooms and comfortable in the home. Relatives spoken with stated their views were routinely sought by staff and their relatives rooms were arranged to suit their wishes and specialised equipment was provided to meet their needs. It was evident that the service provider has responded positively to service users requests and is taking action to continually improve service user participation in the service.

Areas for Development

Service Provider gave commitment to continue to improve current good standards.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: We make sure that the environment is safe and service users are protected

Service Strengths

All service users are provided with an individual written agreement on admission to the care home. A comprehensive range of policy documents had been developed and introduced to support staff practice. Policies examined included ; - Recruitment, Restraint, and Health & Safety. The policies were seen to be cross referenced to legislation and best practice guidance. Staff sign and date to confirm they have read and understood the policies. Staff confirmed they had awareness of the policies and had ready access to them. Staff are

recruited following best practice guidance to reduce risk to service users. A record of accidents and incidents was maintained. The service provider demonstrated commitment to providing good quality care through ongoing staff training and an annual training plan was in place. The plan included mandatory and non statutory training to meet the needs of the service user group. Training records identified training had been provided in fire safety, moving & handling, food hygiene, challenging behaviour and Protection of Vulnerable Adults. An SVQ training programme is in place for care staff, both managers and a supervisor are being supported to undertake the Registered Managers Award. Questionnaires were used to evaluate the effectiveness of the training. A visitors policy was also in place and staff members were observed to be diligent at checking visitors ID whilst welcoming them into the home. External doors were fitted with locks and secure entry. All bedroom doors had automatic self closing devices fitted. Specialised equipment to meet service users assessed needs had been provided. All areas of the home were observed to be clean and well maintained. Review of duty rotas identified staffing levels complied with the staffing schedule. The service provider had also reviewed staffing needs, identified peak periods and provided additional staff cover at these times which is evidence of good management.

Areas for Development

Ongoing monitoring of staff members understanding and implementation of training delivered.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths

The service provider had introduced a participation strategy which identifies areas for service user and relatives/carers contribution and how this will be taken forward. The recruitment policy identifies that service users will be included in an interview panel and their views sought in regard to the candidate. The care home has a stable workforce and there has been no vacancies resulting in no interviews having taken place since the introduction of the policy. Service users and relatives/carers have opportunity to participate in the residents and relatives committee. Questionnaires on the quality of the service had been circulated to service users and their relatives/carers. The questionnaires included a section on quality of staffing. There was a very good response to the questionnaires and responses had been collated and an action plan developed and implemented. Actions taken to improve awareness of training included the introduction of a training column in the newsletter. Celebratory posters were used to raise awareness staff training achievements.

Areas for Development

The service provider has identified a final training plan will be formulated once all completed carer forms have been collated. Relatives will be invited to participate in some training events.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service Strengths

All staff employed in Auchtermairnie are provided with induction training at the start of employment and ongoing training opportunities. National Care Standards and the principles underpinning them are discussed at staff training events. A clear management system was in place supported with job descriptions and organisational family tree. Staff spoken with had a clear understanding of their role, philosophy of the service and expected standards of practice. Staff members are provided with individual copies of SSSC code of conduct and National Care Standards. Staff knowledge of the code of conduct and care standards is also

included in the ongoing programme of SVQ training. Service users were seen to be well groomed and attractively dressed. Staff members were observed to be friendly and supportive towards service users. Call bells and requests were responded to promptly and staff were respectful and took time to sit and chat with service users. The questionnaires encouraged people to contact the managers or owners if they wished to discuss any matters in confidence. Service users confirmed they were able to speak to the managers and the home owners in private at any time.

Areas for Development

The service provider intends to introduce a suggestions box. Service users will also have opportunity to participate in choosing the carer of the year award.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 5 - Very Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

A participation strategy was in place and service users and relatives/carers participation was also evidenced by review of questionnaires, minutes of meetings, and in discussion with CCO"s. The service provider identified in their self assessment and also in discussion at inspection that service user and relative/carer participation and responses had positively influenced the service. As a result of participation the service provider now focused on provision of training opportunities and staff recognised service users were at the heart of the service.

Areas for Development

The provider plans to recruit an independent chair person or friend of Auchtermairnie to take part in service users & relatives meetings.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service Strengths

The home has a complaint procedure and details of this are provided to service users and their relatives/carers. Discussion with relatives and service users at inspection and completed questionnaires submitted to the Care Commission confirmed awareness of the complaints procedure. The service provider had introduced a quality assurance system and processes to assess the quality of the service provided in Auchtermairnie. The service is currently undertaking "How Good is Your Team" self evaluation. Records of consultation with service users, staff and relatives/carers were maintained and a system of audits and evaluation were in place to influence practice and promote further improvements. Action plans had been drawn up in response to comments received from service users, staff and relatives/carers and implemented. The service provider and managers were aware of the SSSC Codes of Practice and their responsibility to report to SSSC any dismissal on the grounds of misconduct including theft. There had been no member of staff dismissed on the grounds of misconduct. A copy of the notification guidance was available in the home and

the senior management regularly accessed the SSSC website to keep informed of current developments.

Areas for Development

Management to continue to monitor implementation of action plans and further develop quality of service provided.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

N/A

Requirements

Individualised Risk Assessments related to restraint should be developed to ensure service users' needs are met and updated regularly as per assessment.

This is in order to comply with SSI 2002/114 Regulation 4(1)(a) - a requirement that providers shall make proper provision for the health and welfare of service users.

Recommendations

None identified at this inspection visit.

Carole Kennedy

Care Commission Officer