SCSWIS
social care
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improvement scotland

Care service inspection report

Faithlie

Care Home Service Adults

20 Lochpots Road
Fraserburgh
AB43 9NH
Telephone: 01346 518659

Inspected by: Gordon McIntosh

Type of inspection: Unannounced

Inspection completed on: 3 February 2012

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Service provided by:

Aberdeenshire Council

Service provider number:

SP2003000029

Care service number:

CS2003000306

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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

We gave the service these grades

Quality of Care and Support	4	Good
Quality of Environment		N/A
Quality of Staffing	4	Good
Quality of Management and Leadership		N/A

What the service does well

The service provided a warm, friendly and caring place for residents. The people who spoke to the inspector were very happy with the staff and with the service they received

What the service could do better

The service still has to work on some of the recommendations from the last inspection.

What the service has done since the last inspection

There has been some more redecorating and modernisation of the premises. Residents have been consulted.

Conclusion

The service continues to provide a good standard of care and is always looking for ways to improve.

Who did this inspection

Gordon McIntosh

1 About the service we inspected

Faithlie is a care home for older people, which is set in large grounds in a quiet area of Fraserburgh. The building is a little old fashioned but there was a refurbishment programme and people find it has a warm, welcoming atmosphere.

The service is operated by the local authority, Aberdeenshire Council. Before April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (The Care Inspectorate), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, the Care Inspectorate.

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

Quality of Care and Support - Grade 4 - Good
Quality of Environment - N/A
Quality of Staffing - Grade 4 - Good
Quality of Management and Leadership - N/A

This report and grades represent our 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. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

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 we did during the inspection

This inspection was planned as a follow up to the inspection carried out on 24 May 2011 and this report should be read in conjunction with the report from that inspection.

Social Care and Social Work Improvement Scotland ("Care Inspectorate") records about the service were examined prior to inspection. The inspection visits were carried out on 31 January 2012 and was unannounced. Discussion took place with;

Six people who live at Faithlie
The manager
Two assistant managers
Two support workers
Informal discussions took place with several residents and staff
Policies, procedures and records were examined including;
Support plans of people who live in the care home.
Complaint records
Rotas
Attendance at two handover meetings
Accidents and incident records
Completed questionnaires issued by the service to staff and residents.
Minutes of residents' meetings
Minutes of family carer meetings
Minutes of staff meetings
Diary
Notice boards and information displays
Menus
Day to day caring practice was observed, including activities. The inspector shared a meal with residents, and the premises were inspected.

Feedback was provided to the manager by telephone 3 February 2012 along with discussion of the proposed grades.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

What the service has done to meet any recommendations we made at our last inspection

Recommendations were being addressed at the time of this inspection.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

A detailed self assesment was provided for the first inspection of 2011-2012.

Taking the views of people using the care service into account

The residents spoken with were very positive about the staff and the service. One person stated that they would like to take short trips down town, the manager informed that these trips did in fact take place, with a member of the mental health team. Another person stated that the food had not been good but that it was now much improved.

Taking carers' views into account

No family members were spoken with at this inspection.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 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 staff and the service continued to show the good standards of practice evidenced at the last inspection.
The residents spoken with felt that they were fully involved in discussions about their care and were helped to prepare for reviews and other meetings so that they could have their say.

The service now only used one template for recording reviews and intends to go over previous decisions to ensure that progress is discussed properly.

Areas for improvement

The service would like to get more family members involved in reviews and general meetings. Posters, invitations and moving the times of meetings have been tried but with limited success. The service intends to keep trying.

Some of the care plans examined were not completed correctly e.g. risk assessments were not reviewed as frequently as the policy or care plan indicated. Some current, active risk asessments had been filed in archive files and some monthly summaries were missing. Further training had been arranged for staff involved in support planning.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Care plans should be audited and monitored to ensure that they are kept up to date. National Care Standards, Care Homes for Older People, Standard 6 - Support Arrangements

Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service strengths

The good standards of practice and information evidenced at the last inspection remain in place. Throughout the inspection visit staff were observed offering choices in ways that were suitable for individuals e.g. discussing options with people who could make decisions that way but showing other people the options where need be.

A new form, "This is me", had been introduced to record information about new residents which is discussed at home visits. The programme of activities had been reviewed and was being monitored in weekly consultation with residents.

Areas for improvement

The manager still intends to introduce new records of personal information, history and preferences to enable staff to provide more choice in ways that are suitable for individuals.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 6

People who use, or would like to use the service, and those who are ceasing the service, are fully informed as to what the service provide.

Service strengths

The positive practice evidenced at the last inspection remained in place.

Areas for improvement

Some documentation needed to be updated to refer to Social Care and Social Work Improvement Scotland (the Care Inspectorate), rather than the Care Commission The manager reported that she had had technical difficulties and was to consult admin about this.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment - NOT ASSESSED

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - 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 continued to consult people about staffing issues either individually, through meetings and with questionnaires. A questionnaire had been developed, which focussed entirely on staffing issues, particularly communication, and was about to be distributed.

Areas for improvement

The manager is still considering how best to evidence the involvement of residents in recruitment.

Grade awarded for this statement: 4 - 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

The practice observed was of a very high standard. Staff clearly were aware of what was expected of them and were focussed on the needs and wishes of all residents including those who could not communicate very well.

"The staff are all very nice. They ask all the time what I want and how I want them to care for me"
"Good people here"(referring to staff)

The staff spoken with were happy with the training and support which they received. They said supervision was regular and that they could ask advice at any time. There were regular team meetings and handover meetings.

New uniforms had been ordered with name of the staff member embroidered on the lapel.

Areas for improvement

Some staff members stated that they had very little time allocated to undertake care planning and to keep summaries, reviews and records up to date for the residents. This issue was being addressed by the manager and the management team. The handover information, in the middle of the day, was recorded and played back to staff coming on duty. Staff stated that they sometimes found this unsatisfactory; the speech might not be clear (it was clear on the day of the inspection), some residents might not be mentioned or information may be incomplete. The manager stated that the technical difficulties had been addressed in November and that she and the management team would continue to monitor effectiveness.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We ensure that everyone working in the service has an ethos of respect towards service users and each other.

Service strengths

The standard of care observed throughout the inspection visit was high. Staff were sensitive in their approaches to residents and gave them time and encouragement to respond, make decisions etc.

Areas for improvement

The service provider was still developing guidance and training materials in relation to dignity of service users.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED

4 Other information

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 SCSWIS 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).

5 Summary of grades

Quality of Care and Support - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Statement 6	5 - Very Good
Quality of Environment - Not Assessed	
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 3	5 - Very Good
Statement 4	4 - Good
Quality of Management and Leadership - Not Assessed	

6 Inspection and grading history

Date	Type	Gradings	
24 May 2011	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed 4 - Good Not Assessed
31 Jan 2011	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed Not Assessed 4 - Good
30 Aug 2010	Announced	Care and support Environment Staffing Management and Leadership	3 - Adequate Not Assessed Not Assessed 4 - Good
24 Mar 2010	Unannounced	Care and support Environment	3 - Adequate 3 - Adequate

		Staffing Management and Leadership	4 - Good 3 - Adequate
18 May 2009	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
27 May 2008	Announced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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