

Care service inspection report

Scoonie House

Care Home Service Adults

Windygates Road
Leven
KY8 4DP

Type of inspection: Unannounced

Inspection completed on: 21 January 2015



HAPPY TO TRANSLATE

Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	15
4 Other information	27
5 Summary of grades	28
6 Inspection and grading history	28

Service provided by:

Caring Homes Healthcare Group Limited

Service provider number:

SP2013012090

Care service number:

CS2013318122

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 600 9527 or email us at enquiries@careinspectorate.com

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	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

What the service does well

Care staff continue to work very well together. They work hard, showing that they know and respect the people in their care.

The home continues to provide a quiet, friendly atmosphere with very good attention to maintenance and repairs.

What the service could do better

The manager has identified the maintenance of good care records as a continuing challenge.

The manager recognises that supporting staff performance continues to depend on good communication, access to training and the provision of resources.

What the service has done since the last inspection

The service has maintained standards in record keeping, housekeeping and maintenance and as a result, people remain highly satisfied with the environment.

The provider has continued to involve staff in the development of dementia care and as a result is supporting the development of person centred care.

The manager has reviewed the management of medication to reduce the risk to maintaining clear and accurate administration records.

Conclusion

Scoonie House continues to provide a warm, relaxed and homely environment for residents and visitors to the home.

Residents remain highly satisfied with their experience of living here.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 01 April 2011. The Provider re-registered the service on 30 August 2013.

Requirements and Recommendations:

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

-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 Public Services Reforms (Scotland) Act 2010 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 Inspectorate.

Scoonie House provides 24 hour residential care and support for up to 36 older adults. The accommodation consists of a two storey Victorian stone villa with a single storey contemporary extension to the rear of the building. The two buildings are linked via a large conservatory/sun lounge. The home has 36 single occupancy rooms all with en-suite facilities.

There are an ample number of communal lounges, dining rooms and a conservatory/sun lounge with attractive outlooks over the gardens. The house is located in a residential area of Leven, has adequate on-site parking and there is good access to public transport, the town centre and social resources. The care home is privately owned by Caring Homes Healthcare Group Limited.

There were 34 residents in the home at the time of inspection. The people who live in Scoonie House prefer to be known as residents, therefore this term has been used throughout this report.

The Inspector would like to thank the residents, manager and staff for making us feel welcome, providing us with hospitality, and for giving up their time to speak to us.

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 - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - Good

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.careinspectorate.com or by calling us on 0345 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 high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

This report is based on an unannounced inspection visit to Scoonie House. The inspection took place between 9.30am and 5.00pm on Friday 16 January 2015. A follow-up visit took place on Sunday 18 January 2015 and feedback was given to the manager on 21 January 2015.

The inspection was carried out by one regulatory Inspector and with the support of one Inspection Volunteer.

This was the second statutory unannounced inspection since 1 April 2014 and focused on how the service has developed since the last inspection.

During this inspection, we sampled information from various sources including:

- Maintenance records.
- Sample of four personal plans.
- Review of food and fluid management.
- Talking to residents, management and staff.
- Review of 10 Care Inspectorate Care Standards Questionnaires completed by residents and relatives.
- Examination of a sample medication administration records.
- Check the building and environment to make sure it is well maintained, safe and free from hazards.
- Observation of staff practices including SOFI*.

*SOFI We used the Short Observational Framework for Inspection (SOFI2) to directly observe the experience and outcomes for people who were unable to tell us their views.

On this inspection we used SOFI2 to observe the lunchtime experience of five people.

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 requirements we made at our last inspection

The requirement

The provider must make proper provision for the health, welfare and safety of service users. In order to achieve this, the provider must ensure that all service users' personal plans;

- a) Provide a comprehensive assessment of the service user's health and welfare needs.
- b) Detail the agreed actions and strategies for meeting these needs.
- c) Provide evidence of consultation with the service user and appropriate representatives.
- d) Evidence that the plan is regularly and comprehensively evaluated and reviewed.

In addition, all staff working in the service must be provided with appropriate training according to their role to improve the standards of record keeping and appropriate systems to assess staff competence must be implemented. This is to comply with: SSI 2011/210 Regulation 5 - Personal Plans and Regulation 15 (b)(i)(ii) - Staffing.

Timescale: 3 months from receipt of this report.

What the service did to meet the requirement

The new format of care record keeping was implemented for all but one resident at the time of feedback. We sampled four plans and found them to be comprehensive with a range of assessments and corresponding care plans. The process of assessment, planning, implementation and review could be seen consistently within the records sampled. This process was seen to involve residents and/or their representatives. Some care plans have the support of extra documentation recording food and fluid, and/or skin care. The manager's audit systems have captured this information and identified areas for improvement. Minutes from staff meetings evidenced action taken to address slippage. Discussions with senior staff confirmed their understanding of role and responsibilities including maintaining good care records.

The requirement is: Met - Outwith Timescales

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.

This is our second statutory inspection since April 2014. The service was not required to re-submit their self assessment.

Taking the views of people using the care service into account

We received one completed Care Standard Questionnaire before this visit. No areas for improvement were identified and written comments included:

- "Good supportive staff"
- "Clean and friendly (environment)"

I spoke with two people living here. Their feedback was very positive regarding life in Scoonie House.

From our Inspection Volunteer's report:

- "I spoke to four people using care services

Comments from residents regarding Care and Support:-

- The staff is always there when and if I need them.
- I would say the staff here are absolutely brilliant to me and others here.

Others said similar.

Comments on food and snacks from residents:-

- The food is nice in here and I do enjoy all I'm given.
- I can have half portions of my food if I wish which I enjoy.
- Our dining room is spacious with loads of room between tables; the staff happily serve us our food which is always delicious.

Regarding activities, residents I spoke to commented:

- We do a lot of activities in groups like today there is the Knitting Group but this is not everybody's cup of tea.
- On a Friday we go to one of the local churches for what is called Friday Friends we travel by taxi with a member of staff.
- I spend most of my time in my room reading the daily paper, listening to the radio and occasionally watching the TV this is my choice to stay in my room.
- The hairdresser comes every week so we can have our hair done when we please.
- Just before Christmas we attended one of the local schools for their nativity play and we all sang some Christmas carols too I so enjoyed that.

Others said similar.

Residents' comments;- re Health Needs.

- I can see the GP when I wish as the staff will contact them on my behalf.
- The other week I had my eyes tested here in the home.
- The person who looks after my feet does visit but I never know when.
- My medicines are given out by a staff member and usually round mealtimes.

General comments from Residents were;-

- My room is kept warm, clean and I have all my own knicks around me.
- The room I have is spacious with a nice outlook, it's kept spotless and they change my bedding every week and in between if necessary what more can I ask for.
- I will say I feel safe and secure here and it is always warm.
- When I press the buzzer in my room staff does respond quickly, I like this.
- One thing I like is how my visitors are always made welcome at any time of the day.

Residents said;-

- Staff here all very attentive and couthy with it.
- The staff are great at popping in to check I'm ok and then leave me to my devices.
- One thing that I have noticed they are working better as a team now as in the past they did have the odd squabble among themselves.

One resident gave me those words to describe the staff.

-They are great supporters to me also very good at listening and acting if required to do so and always in a lovely caring manner.

The residents' comments re-management were;-

- The manager is just lovely, very approachable and easy to speak too.
- I feel any concerns I may have would be dealt with promptly having said this at present I have no concerns.
- We do from time to time have residents' meetings and anything that is raised is usually dealt with quite quickly and usually to our satisfaction".

Taking carers' views into account

We received eight completed care standards questionnaires before this visit. Written comments included:

- "The staff (all staff) at Scoonie House are very friendly at the same time very professional. The care my (relative) receives is excellent."
- "I have faith in the staff to do their best for my (relative). New challenges seem to come often now....."
- "I have never seen any 1:1 and the activities nurse is usually used as spare nurse to cover holidays or absentees."
- "The staff @ Scoonie have been helpful to myself and my (relative)
I have no concerns at the moment and would like to thank all involved in helping my (relative) to settle as best (they) can....."
- "..... (we) are delighted that (they have) settled so quickly and (they seem) very content. (their) eating has improved and staff are always friendly and are willing to chat and help (them) when required..... It is a warm, cosy, friendly atmosphere - very much a home-from-home."
- "We are quite happy with my (relative's) care. (They are) happy and well looked after."
- "..... in my view communication has been key between staff and myself to help develop knowledge and understanding of (my relative). Staff have kept me closely informed telephoning if anything occurs. (My relative) is clearly at ease in the company of all members of staff.
(They have) quickly gained weight. Menus on display demonstrate the varied meals available.
Lots of activities and entertainment - (my relative's family and friends) have also thoroughly enjoyed taking part in these e.g animal petting was not just a dog but rabbit, guinea pig and various exotic pets which residents all enjoyed. Singing and dancing and afternoon tea with a regular entertainer provides much stimulation.
Reminiscing and pampering with activities organiser.....
We have had the admission meeting and first review...."

I spoke with one relative. Their feedback was very positive and they reported high levels of satisfaction with all aspects of the service.

From our Inspection Volunteer's report:

- "I spoke to seven relatives

Relatives said:

- One of the things that I like about the home is the excellent staff team that cares for my relative.
- I know that if I wish to speak to any of the staff they will listen attentively as I find them all very approachable.
- I have never had a meal with my relative but have seen what they were having it looks delicious and it's definitely homemade not frozen food heated.
- I was invited to attend the Christmas party the food was plentiful and enjoyed by all.
- The dining room tables are always well presented and where my relative has room to move and not get squashed between tables.
- Today I'm going to take my relative out for a car trip we will go down to the front where we watch the various birds.
- One thing I would like to see is the residents having more one-to-one activities and not always group activities as I feel the activities could be more person centred.
- My relative used to enjoy when the pets came to visit I think they called it Pet Therapy I wish they could do this again or something similar.
- Staff here is very good at keeping me informed if the GP is required to visit my relative.
- One thing I do wonder about is when my relative's toenails are attended to but I look after their fingernails.
- One thing when you visit you are never left feeling unwelcome as the staff always acknowledge you when you arrive and you can visit whenever you wish.
- When I visit I never notice a malodour and if there is one as accidents can happen it's dealt with promptly.
- My relative has not been in here long and we are encouraged to bring what we wish to make their room homely and theirs I like this as it means something to my relative.
- I find the home has a lovely feel to it and never feel its cold even although its very bitter outside today.
- I can't fault the staff they are all excellent.
- I find the staff always willing to listen and attentive to all.

- The staff went out of their way to help my relative settle in and thus the family didn't find the transition from Hospital to here too stressful and to be honest the change in my relative is so good to see as they have come out off their shell with the care and support of the staff here, as a family we have no regrets placing our relative in their care.
- The manager and her senior team are all lovely, easy to speak to and willing to help in anyway they can.
- We have had a review of the Care Package but this does take time so we are still in what is the transition period but very happy with all care and support our relative receives here.
- When we first arrived I did see a notice about relatives' meeting but felt it was too early to attend but may in the future. Others said similar."

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

Evidence in support of this statement can be found in Quality Theme 4, Quality Statement 1.

Areas for improvement

See Quality Theme 4, Quality Statement 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

Following discussion with the manager, observation of practice and sampling records, the Inspecting Officers found this service has maintained a good performance in relation to this statement. There is a very calm, relaxed atmosphere.

We observed that residents were comfortable and at ease with staff.

A comprehensive range of policy documents is in place to support staff practice and staff confirmed easy access to these and support from their colleagues.

The management demonstrate commitment to providing good quality care through ongoing staff training. Discussions with staff confirmed that their access to training has a direct impact on their understanding and knowledge which results in improvements for people using the service. Training records reflect mandatory and non-statutory training to meet the needs of residents.

Scoonie House enjoys a low staff turnover which provides staff with the chance to build on their previous training and experience as new training is delivered. The support of the clinical lead was also confirmed as an asset to staff and management in terms of the delivery of training and observing practice.

The introduction of the new format of care plan records is almost complete and improvement in the quality of care recording seen at our last visit has been maintained. Residents continued to have good access to health services and health professionals including GP, district nurses, community dietitian, podiatry etc.

We sampled four plans and found them to be comprehensive with a range of assessments and corresponding care plans. The process of assessment, planning, implementation and review could be seen consistently within the records sampled. This process was seen to involve residents and/or their representatives.

Some care plans have the support of extra documentation recording food and fluid, and/or skin care. The manager's audit systems have captured this information and identified areas for improvement. Minutes from staff meetings evidenced action taken to address slippage. Discussions with senior staff confirmed their understanding of role and responsibilities including maintaining good care records.

Observations verified very good supervision and support given to residents over mealtimes. It was good to see the cook available for direct feedback from residents. I carried out our SOFI observation over lunchtime. The interactions between staff and residents was warm, sociable and respectful.

They were very attentive and as a result the whole dining experience was a positive one.

The provision of activities continues to be seen by all staff and management, as essential to maintaining the health and wellbeing of people using the service. It is worth noting that activities here can involve access to the community and maintaining established links with clubs and groups.

From our Inspection Volunteer's report:

"Comments from residents regarding Care and Support;-

- The staff is always there when and if I need them.

- I would say the staff here are absolutely brilliant to me and others here.

Others said similar.

Relatives said:

- One of the things that I like about the home is the excellent staff team that cares for my relative.

- I know that if I wish to speak to any of the staff they will listen attentively as I find them all very approachable.

As I walked round the home I observed very little interaction between the staff and residents although the staff were in close proximity if required.

Comments on food and snacks from residents;-

- The food is nice in here and I do enjoy all I'm given.

- I can have half portions of my food if I wish which I enjoy.

- Our dining room is spacious with loads of room between tables; the staff happily serve us our food which is always delicious.

Relatives said:

- I have never had a meal with my relative but have seen what they were having it looks delicious and it's definitely homemade not frozen food heated.

- I was invited to attend the Christmas party the food was plentiful and enjoyed by all.

- The dining room tables are always well presented and where my relative has room to move and not be squashed between tables.

As a Inspection Volunteer I observed the staff making sure all had drinks close by and I also overheard a resident requesting another cup of tea which was brought to them in a lovely manner, I liked this as it was choice given to the resident and in a time of their picking.

Regarding activities, residents I spoke to commented:

- We do a lot of activities in groups like today there is the Knitting Group but this is not everybody's cup of tea.
- On a Friday we go to one of the local churches for what is called Friday Friends we travel by taxi with a member of staff.
- I spend most of my time in my room reading the daily paper, listening to the radio and occasionally watching the TV this is my choice to stay in my room.
- The hairdresser comes every week so we can have our hair done when we please.
- Just before Christmas we attended one of the local schools for their nativity play and we all sang some Christmas carols too I so enjoyed that.

Others said similar.

Relatives said:

- Today I'm going to take my relative out for a car trip we will go down to the front where we will watch the various birds.
- One thing I would like to see is the residents having more one to one activities and not always group activities as I feel the activities could be more person centred.
- My relative used to enjoy when the pets came to visit I think they called it Pet Therapy I wish they could do this again or something similar.

Residents' comments;- re Health Needs.

- I can see the GP when I wish as the staff will contact them on my behalf.
- The other week I had my eyes tested here in the home.
- The person who looks after my feet does visit but I never know when.
- My medicines are given out by a staff member and usually round mealtimes.

Relatives said:

- Staff here is very good at keeping me informed if the GP is required to visit my relative".

Areas for improvement

The management recognise that training and resources need to continue to support staff in maintaining and improving the care and support for residents.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths

Evidence in support of this statement can be found in Quality Theme 4, Quality Statement 1.

Areas for improvement

See Quality Theme 4, Quality Statement 1.

Grade awarded for this statement: 4 - 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

Following discussions with staff and management, observation of practice and sampling records, this service was found to have maintained a good performance with regard to this statement.

The ambient temperature throughout the home was maintained for the comfort of people who live here.

Entry to the building is via a secure door entry system. All visitors to the property were requested to sign in the visitors' book on arrival and departure. Staff members were diligent at checking visitors identification whilst welcoming them into the home.

There is a call system in place and requests for assistance were answered promptly.

Maintenance records seen evidenced comprehensive checks and effective responses to day-to-day repairs needed. Records of service contracts, insurance and servicing are maintained.

Care plans reflected individual assessments of mobility as part of their dependency assessment. This was also supported by falls risk assessments and moving and handling assessments.

Good moving and handling practice was observed.

A comprehensive range of policy documents is in place to support staff practice. Staff confirmed they had awareness of the policies and had ready access to them.

Specialised equipment to meet the assessed needs of people using the service had been provided.

Everyone spoken to reported that improvements to the environment had a significant, direct and positive effect upon life in the home.

A record of accidents and incidents is maintained and the computerised monitoring system continues to provide information on falls management and contributes to monitoring and risk management processes.

Areas for improvement

The management recognise the need for ongoing monitoring of staff members' understanding and implementation of policy and procedures and, training delivered.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

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

Evidence in support of this statement can be found in Quality Theme 4, Quality Statement 1.

Areas for improvement

See Quality Theme 4, Quality Statement 1.

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

Following discussions with staff and management, observation of practice and sampling records, this service was found to have a good performance with regard to this statement.

Staff continue to give a very good account of themselves. Residents continue to hold staff in high regard.

The management demonstrate commitment to providing good quality care through ongoing staff training and open lines of communication.

Training records reflected a range of training had been provided and an SVQ training programme is in place for care staff. This supports the management's aim of improving standards through training.

Staff reported benefits and support from the system of staff meetings, staff supervision and appraisal. Discussions with staff also verified their awareness of the National Care Standards, legislation and best practice. They had a clear understanding of their role and expected standards of practice.

The Inspection Officer's observations verified staff performing their duty in a friendly, professional manner. In general, they demonstrated their personal knowledge of how to look after the people in their care and were seen to promote independence and choice.

Areas for improvement

The manager recognises that training and resources need to continue to support staff in maintaining and improving the care and support for people using the service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service strengths

Following discussion with the management, observation of practice and sampling records, the Inspecting Officers found Scoonie House has a good performance with regard to involving residents and their carers/representatives, in all aspects of service.

Scoonie House has a participation strategy in place and continues to use a number of traditional forums to encourage the active participation of people using the service and carers, in assessing and improving the quality of care and support provided by the service.

From the sample of evidence examined, we assessed the service to have a good performance with regard to the involvement of residents in their care and support and, personal and communal space.

Residents hold staff in high regard and we observed good interactions between staff and residents. This confirmed positive relations and that residents had regular opportunities to make day-to-day choices and, comment on all aspects of the service.

Minutes of meetings verified residents have been invited to participate in regular meetings. This is supported by more informal opportunities such as chats with individual residents and relatives.

From our Inspection Volunteer's report:

"The residents' comments re management were:-

- The manager is just lovely, very approachable and easy to speak too.

- I feel any concerns I may have would be dealt with promptly having said this at present I have no concerns.

-We do from time to time have residents' meetings and anything that is raised is usually dealt with quite quickly and usually to our satisfaction.

Relatives said:

- The manager and her senior team are all lovely, easy to speak to and willing to help in anyway they can.
- We have had a review of the Care Package but this does take time so we are still in what is the transition period but very happy with all care and support our relative receives here.
- When we first arrived I did see a notice about relatives' meeting but felt it was too early to attend but may in the future. Others said similar.

In the Inspection Volunteer's opinion all I spoke with are happy with the Care and Support provided from the Manager and their team of staff and as one resident said to me.

-This is not home but it is a very close second as I just love living here".

Areas for improvement

The manager recognises the need to continue monitoring discussions with people using the service and relatives, to ensure participation is an ongoing process.

Grade awarded for this statement: 4 - 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

Following discussion with the manager, a review of a sample of documentation and observation of practice, the Inspection Officers found improvements being made as a result of action taken to meet requirements made following previous inspections. Following discussion with the manager, observation of practice and sampling records, the Inspecting Officer found this service has carried on with improvements to care record keeping as needs to meet the outstanding requirement.

The provider has a corporate approach to Quality and Clinical Governance which is reflected within local evidence of audit and external inspection.

There are a range of in-house audits were completed by the temporary manager. These included monthly audits of medication, accident/incidents and care plans.

A simple audit of the management of medication verified practice in line with legal requirements and good practice guidelines.

Residents reported a high level of satisfaction regarding the service they received.

Areas for improvement

The management should continue to develop the quality assurance and control systems that are currently in place.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

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

N/A.

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 Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Environment - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings
4 Jun 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and Leadership 3 - Adequate
18 Feb 2014	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not Assessed Management and Leadership Not Assessed
10 Dec 2013	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 3 - Adequate Management and Leadership 3 - Adequate

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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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This inspection report is available in other languages and formats 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।

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