

Ardfenaig Residential Home Care Home Service

Tarbert Road
Ardrishaig
PA30 8EP

Telephone: 01546 603368

Type of inspection: Unannounced
Inspection completed on: 11 October 2016

Service provided by:
Argyll and Bute Council

Service provider number:
SP2003003373

Care service number:
CS2003014233

About the service

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 1 April 2011.

Ardfenaig is registered as a care home for 16 older people with a range of support needs including one place for short break and respite care.

This rural service is owned and managed by Argyll and Bute Council. The service is situated in Ardrishaig near Lochgilhead. It is two storey building and is set within its own grounds overlooking Loch Fyne.

The service had a statement of functions, aims and objectives. Below is an extract from the statement for permanent residents:

"It is our policy to provide an individualistic approach to person centred care where people are valued as individuals and the rich life experiences that each person brings is seen by all staff as contributing to the establishment's atmosphere and culture. We aim to enable Residents to maintain life skills for as long as possible and to deal sensitively with residents' needs as and when they become less able-bodied and to ensure that whatever their needs, these are met in an appropriate and sensitive manner taking cognisance of the individual's choices and rights."

The service does not provide 24 hour in-house nursing care but staff have been trained to carry out some specific tasks that would have previously been carried out by the Community Nursing Service.

What people told us

"I appreciate the caring way my mother is looked after. The staff know her very well and do everything they can to make her quality of life as good as possible."

"Staff keep me informed of any changes or concerns and I am made very welcome when I come to Ardfenaig."

"The service is first class - I couldn't wish for anything better."

"The staff are very good in Ardfenaig - they work very hard."

"My husband never expresses any negative feelings about Ardfenaig- the food is good. There is always a choice and staff always assist him when he needs help."

"Great Staff Group."

"I am always involved in any changes and staff ask me what I think."

"I like the company and I feel at home here."

"I think the care is excellent."

"Staff do go the extra mile to make things as good as they can be for the residents."

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.

The self assessment was completed by the manager with the involvement of the staff team and it demonstrated excellent awareness of the need for continuous improvement of the service and a clear development plan.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

What the service does well

Ardfenaig continues to offer very positive individualised support to service users. We found that staff were professional and caring in their approach and that they were well supported with appropriate training, individual supervision and staff meetings. People told us that staff were very committed and supportive to service users and their families.

The manager demonstrated strong leadership, a clear understanding of best practice and very effective skills in staff development and service planning. The service is well organised and managed very well. Quality management systems are well established and systems are in place to ensure that the service runs efficiently. The management team is continuing to improve the person centred ethos of the service and there was strong evidence that individuals and their relatives were encouraged to make decisions about the way their own support is managed.

Service users support plans contained some very good information on all aspects of health - nutritional needs, dietary preferences and lifestyle choices were documented well. Risk assessments were regularly updated to reflect current needs. Each person has a key worker who is involved in helping each person prepare for their review and documentation showed a thorough and professional approach to evaluating and planning care. Health needs were assessed very well and clear plans were in place to meet each person's needs. The local dentist visits to assess and treat service users and there are oral health care plans in place. Staff are aware of best practice guidance in oral care.

Basic foot care is well managed by staff and referrals are made to the chiropodist as required. There was good evidence of multidisciplinary working and referrals are made to speech therapy, the dietician, physiotherapy, audiology as required. Accidents and incidents are minimised by good preventative strategies and the service is implementing best practice guidance in preventing falls and fractures.

We saw that service users had developed many good relationships with each other and with staff and that every effort is made to keep people involved in the local community as much as they are able.

There is a high level of satisfaction with the service and the questionnaires we received from relatives and service users all contained positive comments.

All bedrooms have ensuite facilities and people are well supported to make their rooms homely and personal.

What the service could do better

The self assessment noted planned improvements to the policies and procedures for end of life care and tissue viability.

There had been some errors in the recording of medication administration since the last inspection and this is an on going area for development. Updated training has been completed by all staff since the inspection.

Changes are being made to the way activity and leisure pursuits are promoted in the service and there is a strong intention to develop meaningful community links for service users.

Some staff need continuing support to become more confident with the changes that have been made. The manager noted the intention to plan team building days and is committed to offering positive support to all staff.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com

Inspection and grading history

Date	Type	Gradings	
27 Jan 2016	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Mar 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
26 Nov 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Feb 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Jul 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
13 Mar 2013	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	2 - Weak
1 Nov 2012	Unannounced	Care and support	Not assessed
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed

Date	Type	Gradings	
15 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
19 Jan 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
27 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
8 Jul 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Jan 2010	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	3 - Adequate
9 Jul 2009	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
28 Nov 2008	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	Not assessed
15 Jul 2008		Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.