

Scoonie House Care Home Service

Windygates Road
Leven
KY8 4DP

Telephone: 01333 426 735

Type of inspection: Unannounced
Inspection completed on: 30 January 2017

Service provided by:
Caring Homes Healthcare Group Limited

Service provider number:
SP2013012090

Care service number:
CS2013318122

About the service

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 several 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 33 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.

What people told us

Our inspection benefitted from support from our inspection volunteer scheme. Our inspection volunteer spoke with nine residents and five relatives. They shared their views on all aspects of the service and indicated a high level of satisfaction.

We also received three completed Care Standards Questionnaires from relatives, before our visit. One relative provided constructive criticism around ways to support residents with spectacles, hearing aids and activities and this was shared with the manager at feedback. Written comments also included:

"When we visited care homes in the area, this one stood out above the others. Not only did the residents seem happy, but the staff did too. Our family are very happy about the care and support we have had in settling our (relative) in."

"Brilliant home..... We are always warmly welcomed when we "pop in" (anytime) to see our (relative)"

Self assessment

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of environment	5 – Very Good
Quality of staffing	4 – Good
Quality of management and leadership	5 – Very Good

What the service does well

Following discussion with staff, sampling records and our observations of environment and staff, Scoonie House was found to be supported by very good management and leadership and to have maintained a good performance in relation to the provision of care and support.

There continues to be very good working relationships with community health care professionals. This alongside staff training and development, stable management and a good environment have resulted in Scoonie House successfully supporting the people in their care.

The accommodation was very good and discussions with people living here confirmed that they felt safe and secure without being over protected. The atmosphere was very relaxed and homelike.

Care records sampled were adequate and care was based upon assessment and a review of the effectiveness of any action taken. As a result, we verified record keeping could support staff practice and reflect the individual written about.

Discussions with staff verified the impact of training on maintaining and developing their knowledge and skill. People living here and their relatives, hold staff in high regard. Staff demonstrated flexibility and good knowledge of people's likes and dislikes. Discussions with staff also evidenced that they had good knowledge of individuals' health care needs and the level of support which was to be provided.

There is genuine desire to improve the quality of life for people living here and their families. There was evidence of continuing development in regard to providing care and support for people living with dementia.

Our observations confirmed individualised care practice is embedded in the day-to-day activities of staff. All staff continue to demonstrate their personal knowledge, experience and skill regarding the way people living here wanted to be cared for and what their support needs were. They demonstrated a commitment to ensuring standards were maintained and improved the quality of life for people living here, with the result that people using the service remained quite satisfied.

What the service could do better

In order to maintain and improve standards enjoyed by people living in Scoonie House, the manager recognises the need to continue with access to best practice guidance and provide the necessary training and resources to support staff.

The manager has identified the provision of activities as an area for improvement in terms of developing the environment, provision of resources and involvement of staff.

The manager should also continue to ensure the service can effectively support people accessing short stay.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings	
30 Mar 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
6 Sep 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
21 Jan 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
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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