

Servite Court Care Home Care Home Service

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Leuchars
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Telephone: 01382 237164

Type of inspection: Unannounced
Inspection completed on: 8 March 2017

Service provided by:
Caledonia Housing Association Limited

Service provider number:
SP2012011850

Care service number:
CS2012308792

About the service

Servite Court is a purpose-built, ground floor property, situated in the centre of Leuchars, close to all local amenities. The property is built to a very high standard with a partially enclosed garden and adequate parking at the entrance. The accommodation consists of 11 self-contained units with private bed/sitting area, small kitchen area and shower room with toilet. The communal areas are bright and spacious and the whole property is tastefully decorated. The Manager was responsible for the day-to-day running of the home and supervision of staff. The Manager was present throughout the inspection.

Servite Court provides 24 hour care and support to 11 older people (clients).

The service's Philosophy of Care states:

"To be recognised at all levels for our standards of care and professionalism, service and quality of care provided within appropriate safe environments.

To cultivate a working environment which will attract, motivate, develop and retain the highest quality of staff.

To be open, honest and transparent in all our dealings.

To incorporate these values into every aspect of our undertakings for the mutual benefit of our service users, their families, our team members and the community".

What people told us

During this inspection we spoke with people who lived at Servite Court and some of their relatives.

People told us they were happy living at Servite Court. They told us that the regular staff were all very good and provided good support. People told us;

'Staff are all very kind.'

'This is a lovely place - just big enough.'

'There is a good range of activities and things to do.'

There was one main area of concern and that was the quality of food served within the home. This had recently been addressed and people told us that things were getting better.

Self assessment

The Care Inspectorate received a fully completed self assessment from the manager prior to this inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

During this inspection we considered evidence presented in relation to quality theme 1 - the quality of care and support and quality theme 4 - the quality of management and leadership. Overall we evaluated the service be operating at a good level following this inspection.

Some of the evidence to support this was;

People had been involved in the development of their care plans. We saw that plans had been regularly evaluated by staff and that changes were made to reflect changes in people's needs.

Regular meetings within the home provided opportunities for people to express their views and to contribute to developments and improvements in the service. Family members we spoke to during the inspection also described good communication with staff and the manager.

There was a range of activities and events organised within the care home and people who were able regularly went into the village. Neighbours often visited the home and also enjoyed some of the activities on offer. This helped people to continue to play an active part in their local community and to keep up with friends and family.

There had been a recent complaint received about the quality of meals provided in the home. People we spoke to told us about this and their concerns. It was good to hear that people thought that there had been recent improvements and they were aware of plans to continue with these improvements.

The manager had developed a range of tools to help them to evaluate the quality of the service and to help identify any areas for development or improvement within the service. This included care plan audits, medication audits and environmental checks. This process also helped to identify examples of good practice.

Overall, people we spoke to were very happy living in Servite Court. People told us that staff were supportive and approachable and that they were confident that any issues or concerns that they may have would be addressed promptly.

What the service could do better

Although care plans provided a range of information to help guide staff providing support, some of the plans had been written a number of years ago and contained numerous handwritten entries/updates which had in some instances been later discontinued. This could cause confusion and lead to poor outcomes for people. We would recommend that there is a regular frequency agreed for retyping or rewriting care plans.

At our last inspection we made a recommendation about record keeping specifically around medication. We found that there continued to be issues and that some records of medication provided inaccurate information about the medication administered. This was where staff had handwritten directions. We highlighted an example to the manager where Paracetamol tablets had been replaced with soluble Paracetamol tablets but both had been signed for as administered at the same time - the manager was confident that only one form had been administered. This error was not noticed for a number of days. In addition, other signatures for medication administration did not reflect the direction on the Mar sheet or the label on the medication box. We have made a requirement about medication. (Requirement 1)

Further guidance can be found in our publication 'Guidance about medication personal plans, review, monitoring and record keeping in residential care services' which is available on our website.

Medication audits had been completed regularly however had failed to identify the issues described above and care audits had failed to realise that reviews had not been completed at the minimum frequency required. This suggests a training need for staff completing audits to ensure that their knowledge and skills are up to date and that they are able to recognise where improvements are required.

Requirements

Number of requirements: 1

1. The provider of the care service shall ensure:

1. There is a system in place for staff to have adequate information to support them to monitor residents medication and the specific condition the medication is prescribed for.
2. That staff understand their role in, and accountability for monitoring medication and ensuring there is sufficient stock.
3. That staff administer medicines in a way that recognises and respects people's dignity and privacy taking into consideration the daily routine of the resident.
4. That the services policies and procedures reflect up-to-date best practice in Scotland.
5. That staff understand their responsibility to keep accurate and current records of medicines [including quantity] for the use of service users which are received, carried over from a previous month, administered, refused, destroyed or transferred out of the service.
6. Ensure there is a system in place for regular reviews of MAR charts to remove items no longer prescribed, used or needed.
7. That if a regular medication is not given or taken that staff record the reason why along with any further action that was taken including the outcomes of the action.

This is in order to comply with:

SSI 2011/210 Regulation 4 (1)(a) - a requirement to make proper provision for the health and welfare of people, and (b) provide services in a manner which respects the privacy and dignity of service users.

Timescale:- Immediate with a sustained improvement within 3 months.

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	
7 Jan 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
6 Feb 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
8 Oct 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
16 Sep 2014	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	2 - Weak

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