

Kinmylies Lodge Care Home Service

1 Kinmylies Way
Inverness
IV3 8TP

Telephone: 01463 718544

Type of inspection: Unannounced
Inspection completed on: 1 May 2017

Service provided by:
Daviot Care Limited

Service provider number:
SP2010010915

Care service number:
CS2010249591

About the service

Kinmylies Lodge is a service provided by Daviot Care Limited and is registered with the Care Inspectorate as a care home for up to 18 adults with mental health problems. Kinmylies Lodge is situated in a quiet residential area of Inverness which is close to the local shops and services.

The care home is a purpose built building which last year had the addition of two small flats built onto the building. The flats were intended to support people to build on their independence, with the outcome of enabling them to move into their own tenancies within the local communities. At the time of inspection Kinmylies had 18 people living in the service.

Kinmylies Lodge aims and objectives state:

"The aim of Kinmylies Lodge is to provide our residents with an effective approach to recovery from mental illness that maximises their individual quality of life and social inclusion by encouraging their skills, promoting their independence and autonomy in order to maximise their potential. Kinmylies provides both rehabilitation and recovery opportunities that meet the needs of people with mental health problems which cause distress, impair motivation, organisational skills and ability to manage everyday activities."

Kinmylies Lodge registration transferred over to the Care Inspectorate on 1 April 2011.

What people told us

As part of the inspection process we gathered people's views in a variety of ways. Prior to the start of the inspection we asked the manager to hand out:

- Six Care Standard Questionnaires to people who were supported by the service and we received four back.
- Eight staff questionnaires for staff and we received six back.

We spoke with:

- Four people supported by the service
- One family member.

Things people told us were:

- 'top class here, best place I have lived in'
- 'It's alright here. I can't think of any alternatives'
- 'XXX was very unwell when they came here and their health has improved'.
- 'It's nice in here'
- 'garden area is great'.

Self assessment

The Care Inspectorate no longer requests a self-assessment for this type of service. As part of the inspection process we consider the service's own improvement and development plans.

The manager updated us about their development plans to improve the service and how the quality forum continued within the service to support this. There were areas identified which the manager was working on

within the service.

The manager was asked to consider how they develop their improvement and development plan, which would build on the existing measures in place.

From this inspection we graded this service as:

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

What the service does well

Kinmylies Lodge was providing a very good level of service for the people who lived there.

The service had continued high levels of engagement with people who lived within the service, allowing them to feel involved, keeping people up to date and involved in changes which affected the service. For example, people were being consulted about the seasonal menu changes which enabled individuals to influence the menu, through to choosing the paint colours when the service was recently redecorated. The service had run questionnaires recently which people who lived in the service had completed. The results had been collated and analysed and the service had developed a "you said" and "we did" section on the notice board to demonstrate and evidence the changes being made to support better outcomes from the questionnaires.

People were being encouraged to be involved in their support and there was evidence of this within people's outcome stars which were being used to explore their recovery journey. There were care plans and risk assessments in place to guide staff about individuals' care and support needs and named workers met with individuals regularly to review their support documentation. Staff were supporting people to keep well, both mentally and physically. For example, supporting to attend routine appointments, through to reviews by other professionals like psychology. Nursing staff were proactive in identifying and monitoring changes in health quickly and appropriately accessed additional support from other health professionals when required.

The environment had benefitted from a number of changes which had enhanced the quality of the environment. For example, the communal areas had been redecorated with the addition of new furniture, and the independent living kitchen had been completed and was in full operation.

The environment was being kept safe and the service was being maintained appropriately with support from maintenance officers. People were at ease within the service and were using the various areas within the care setting. For example, the courtyard garden area in the middle of the care home, or within one of the many lounges. The service had reviewed how they organised meal times within the service and had introduced small dining table and chairs into the other lounges which meant people were able to eat their meal in an area of their choosing. The service had successfully identified ways to influence a more healthy approach to diet and people spoke of their enjoyment about food, for instance the newly introduced salad bar.

What the service could do better

The introduction process for the outcome stars had taken longer to complete than was originally expected and this had meant there was inconsistent quality in the completed documentation. The manager explained the outcomes stars had been introduced slowly to enable people the time they needed to engage with the new documentation. This had meant there was an inconsistent approach to the application of the outcome star which the service was working on developing and improving, giving careful consideration to people's levels of engagement.

There had been progress made with the frequency of formal reviews and it was acknowledged with the manager this was still an area to be developed; an area the service wished to continue improving. The service was struggling at times to engage care management in formal reviews, but this had improved since last year. The service should continue to ensure that everyone's care and support is reviewed every six months.

The communal environment had been redecorated but individuals' bedrooms and bathrooms had not yet been completed. Some bedrooms we were in looked tired in their appearance and required redecoration. The manager told us this had been budgeted for within this year and would mean the bedrooms and bathrooms would be redecorated. The service planned to engage appropriately with people who lived there.

There were routine maintenance checks taking place in the majority of areas, but there were some small gaps of one to two weeks identified as missing in some checks. Through discussion with the manager they agreed to look at organising a plan which would ensure that these important checks were taking place consistently when maintenance officers were on leave.

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	
2 May 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	Not assessed
16 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
9 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
13 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
4 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
13 Jul 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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.