

## Fairhill Nursing Home Care Home Service

Fairhill  
3 Fletchers  
Letham Grange  
Arbroath  
DD11 4QT

Telephone: 01241 890774

Type of inspection: Unannounced  
Inspection completed on: 6 July 2017

**Service provided by:**  
Melanie Cash

**Service provider number:**  
SP2009010693

**Care service number:**  
CS2009235211

## About the service

Fairhill Nursing Home is registered to provide 24-hour care and support to a maximum of three older people. The service provider, and registered manager, along with her husband live with the people using the service and are directly involved in the delivery of all aspects of service provision. Care is provided within an adapted family bungalow and located within the beautiful setting of trees and a golf course.

This service provides expert care and support for older people with physical and cognitive impairment. Direct care reflects a one-to-one model. All service users and permanent staff members live together and share all communal areas. At the time of our visit there were three people living in the home.

## What people told us

We sent out care standards questionnaires to three residents and their relatives and three were returned. A 100% either strongly agreed or agreed that they were happy with the quality of care they received.

Some additional comments included:

"I am very happy with the care and environment. A home from home".

"The surroundings are very much like being as close to my relative being in their own home. peaceful and relaxed at all times. We as a family are pleased that our relative is being cared for in this home".

People we spoke with told us:

"I am ok".

"I am comfortable. I eat well and like the meals. I have a nice room".

"My relative is being well looked after. I have no concerns. Their room is spotlessly clean.

## Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring of the quality of the provision within the service.

## From this inspection we graded this service as:

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

## What the service does well

We found the performance of the service for quality theme care and support and management and leadership to be excellent. We reached this conclusion after we observed interactions between staff and residents. We also looked at a number of care records and quality assurance records.

The philosophy of the service continued to be one of enablement through the delivery of holistic care that viewed each person as an individual. There was a very clear focus on maintaining people's individual identity and residents were treated with dignity and respect.

Interactions were seen to be very warm and friendly. Staff demonstrated a genuine attention to detail and interest in how people were feeling. They had an excellent understanding of people's needs and were able to understand and adapt to changes in both physical and cognitive ability. Documentation viewed showed an excellent level of detail in respect of life histories, interests, hobbies and future wishes. This included end of life 'anticipatory care plans' that clearly showed discussion with individuals and their relatives/representatives.

People were being helped to maintain their best level of physical, mental, social and emotional wellbeing. Care records showed an excellent system of assessment, planning and evaluation. Individual needs were identified and staff were guided in how to meet those needs through very detailed support plans. It was clear that there was an excellent level of attention to detail. This included a clear process of evaluation and review of how needs were being continually reassessed.

Medications were being managed in line with good practice guidance for the safe receipt, storage, administration and disposal of products. An annual review of medications had resulted in a significant reduction in the amount of medications being administered.

People continued to live in an environment that was safe and well maintained. Internal and external facilities were clean, tidy, bright, domestic in nature and beautifully set out. Individual bedrooms were spacious and contained all the relevant equipment needed. We viewed a number of technical checks and safety records and this demonstrated an ongoing process of maintenance and service of the premises and equipment in use.

The provider/manager and staff team were very clear about the aims and objectives of the service. There continued to be culture of inclusion, positive behaviours and values.

The ethos of the home was:

"strongly advocating for individuals with a clear focus on promoting their best interests".

People could be confident that the service was managed in a way that ensured safe, positive and improving outcomes. A proactive approach was taken to the ongoing review and development of the service through the use of quality assurance systems. The focus was very clearly placed on ensuring people were being supported in a way that promoted excellent outcomes.

## What the service could do better

Development of the service delivery plan was important to ensure that the same outcome focussed approach to all other aspects of the service resulted in a plan that clearly set the practice strengths and areas of development. This would result in the setting of actions that were focussed, measurable and based on an assessment of risk.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
8 Aug 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
1 May 2015	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
2 May 2014	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
14 May 2013	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
30 Nov 2012	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
24 Feb 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
29 Aug 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	5 - Very good

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