

## Benarty View Care Home Service

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Kelty  
KY4 0FY

Telephone: 01383 839000

Type of inspection: Unannounced  
Inspection completed on: 12 December 2017

**Service provided by:**  
Linecrest Limited, a member of the  
Four Seasons Health Care Group

**Service provider number:**  
SP2007009146

**Care service number:**  
CS2003010341

## About the service

Benarty View is a purpose-built two storey care home situated in the village of Kelty, near Dunfermline town. It is owned and managed by Four Seasons Health Care.

Residents have a choice of lounge and dining areas and a passenger lift allows access to both floors. The ground floor is home for 10 people with dementia; the upper floor provides accommodation for 30 older people requiring nursing and residential care. The bedrooms provide single occupancy en-suite facilities. There is access to a large enclosed garden to the rear of the property.

The aim of Benarty View is "to provide a service which respects the rights, dignity, individuality and lifestyle of the service user".

## What people told us

The views of people living in Benarty View and their relatives were gathered throughout the visit. We also received two completed questionnaires from relatives. The respondents strongly agreed/agreed with the statement that overall they were happy with the quality of care and support provided to them. Their feedback is recorded here.

This inspection also benefitted from support from our Inspection Volunteer Scheme which allowed us more opportunities to gather views about the service. People who spoke with our inspection volunteer and inspector were very positive, reflecting a high level of satisfaction with all aspects of the service. Staff were held in high regard.

Comments included:

"I'm very happy with everything."

"In a word excellent, nothing whatsoever to complain about."

"The home is always very clean."

"It's lovely and warm."

"We get plenty of home baking and fruit."

"It's very good here."

"Good food and plenty of choices."

"There are plenty of activities - bingo, minibus trips out all the time."

"Everyone's spiritual needs are being met, there's a church service every month."

"Really good staff."

"The staff sit down and spend time interacting with the residents."

"The staff treat my parent with dignity and respect at all times."

"There have been lots of improvements in the home."

"Being in here is the best thing for me."

"We are all one happy family."

"I know who the manager is."

"There are meetings for us to go to if we want."

"I have no complaints at all."

"Very pleasant and attentive staff."

"Any complaints have been dealt with and the result has been good."

"The nursing care my relative has received to date has been excellent. Over the past month or so every effort has been made to update the home by redecorating and the cleaning appears to be much more thorough now."

"I'm happy, I feel safe and well looked after."

"The management team are excellent, they have made a huge difference."

Issues with laundry were raised which were shared with the manager, who acknowledged this was an area that was under review and would ensure action was taken to address the issues.

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

Staff were visible and communal areas were supervised. Staff were seen to be interacting positively with residents and we saw that staff approached residents in a caring, gentle manner. Residents appeared relaxed and comfortable in the company of staff.

Discussion with the manager and review of duty rotas confirmed that staffing levels were directly related to the number and needs of people living in the home.

We saw that staff were being kept up to date in best practice in areas of care of the elderly, for example, dementia care and infection control. We looked at adult protection procedures and practice and were satisfied with the procedures and practice in place to ensure residents were protected.

We noted that staff were open and friendly in their manner and approach to residents. We found staff were aware of individual residents' and families' needs. This supported an appropriate and consistent level of care. We found that communication between care staff and the manager was good. Relatives also spoke of being kept up to date on their relatives' health needs and felt confident that they would be informed of any changes in their relatives' care.

We looked at a sample of medication administration records (MAR), nutrition and dietary information, skin care, care files and records of contact with health professionals to judge how the home met residents' general health and care needs. We also observed staff supporting residents at meal times. Staff approached residents in a supportive and considerate way.

Residents had personal plans that had assessments to help staff measure specific risks to their health.

We sampled fluid intake charts, wound care and position change charts and found these to be fully completed and the content evaluated to inform practice. This meant residents' health was being monitored. Residents we spoke with told us they had confidence in the staff and gave us examples of how well they had been cared for when they were unwell. A record of visits and communication with health professionals was maintained. We were told that there were good relationships with health professionals and good support was offered by them.

During our visits we saw that residents were supported to take part in a variety of different activities. Residents confirmed they enjoyed taking part in all the different activities and they really enjoyed the entertainers and trips out in the minibus.

Residents who needed assistance were well dressed and attention had been given to their appearance; for example the ladies' and gentlemen's clothes were colour coordinated, the ladies were wearing their jewellery and walking aids were placed in such a way that they were accessible to individuals who needed them. This showed that staff knew the residents as individuals.

The quality of record keeping was discussed at feedback; all present acknowledged that good record keeping is an integral part of practice, and is essential to the provision of safe and effective care.

Overall, we evidenced improvements in the standard of medication and personal plan record keeping. The standards of quality of care and support continue to improve and feedback from everyone spoken with was very positive about the care they receive.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

This quality theme was not assessed.

## Quality of staffing

### Findings from the inspection

We received many positive comments from residents and relatives regarding the quality of the staff employed in the care home.

Staff training was up to date with refresher training planned within given timescales. Staff confirmed that they had the necessary training to do their job and supervision and appraisal were in place to support and direct their work practice. We looked at adult protection procedures and practice and were satisfied with the procedures and practice in place to ensure residents were protected. Staff impressed as wanting to do a good job in providing a high quality of care to residents and this was evident during our visit.

We observed that staff treated residents in a considerate and respectful way. The staff took time for residents to be as independent as possible, making the most of their skills and not rushing them. Staff used their knowledge and skills to help create a comfortable and pleasant atmosphere for residents.

People told us staff listened to what was said and attended to their needs appropriately. Staff spoken with told us they had a much stronger team now, the morale had improved and they felt confident in the management team and the support they gave.

There were regular opportunities for staff to share information and give their views. This included supervisions, appraisals and staff meetings. These gave staff and management an opportunity to discuss 'what's working and what can be improved.'

Review of minutes and discussion with staff indicated that the service was proactive in sharing information and addressing any issues identified.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of management and leadership

### Findings from the inspection

Benarty View was seen to be a well resourced, well managed and a well performing home. We received very positive comments and feedback from the people we spoke with regarding the quality of care and support they received.

Management have continued to build on improvements and maintained the same homely climate of care. As a result, we could confirm that the service has continued to evolve to meet the care and support needs of people living with increasing frailty and cognitive decline.

There are a number of audits carried out in the home. The aim of the audits was to make sure standards were maintained and any areas for improvement identified and acted upon. We looked at some of the regular quality assurance audits completed, including medication management, personal care plans and an environmental audit. We noted that there was a clear overview of accidents that happened, including falls. This detailed which people were affected, what time of day, and in what areas of the home. This supported the service in making changes to staffing deployment or in assessing for additional pieces of equipment. It also enabled the service to review people's needs and plan changes. We could also see that equipment, such as slings and hoists were checked on a regular basis to ensure that they were safe for people's use. These actions helped manage risks for residents.

The management's 'open door' approach and relationships within the home enabled people and families to share their opinions and feel able to comment on the quality of the service. People in the home were very confident that the service would/had responded to concerns or comments. A number of people spoken with described the management team as "fabulous, very proactive, on the ball."

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

**What the service has done to meet any requirements we made at or since the last inspection**

## Previous requirements

### Requirement 1

The provider must ensure the health and wellbeing of service users. To achieve this, the provider must:

ensure that administration of medication follows best practice guidance and medication administration is recorded on MAR charts.

This is in order to comply with:

SSI 2011/210 Regulation 4(1)(a) - a requirement to make proper provision for health and welfare of service users and Regulation 15(b) - Staffing.

**This requirement was made on 28 August 2017.**

**Action taken on previous requirement**

We identified improved medication record keeping. Increased auditing by the service has meant that any issues are addressed immediately and rectified.

We will continue to monitor medication management at future inspections.

**Met - within timescales**

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

Tools used for recording and monitoring service users' health and wellbeing needs, such as food and fluid intake, must be accurately completed and evaluated regularly to show that actions taken have been effective in maintaining or improving health. Staff must be clear about their roles and responsibilities for recording, reporting and taking action on the information recorded in monitoring tools.

National Care Standards, Care Homes for Older People, Standard 14: Keeping well – healthcare.

**This recommendation was made on 29 March 2017.**

**Action taken on previous recommendation**

Food and fluid record keeping training has been delivered to staff. Staff we spoke with were clear about their responsibilities for completing the charts and accurately evaluating the content. We examined 6 food and fluid charts and found them to be fully completed and the content evaluated to inform practice.

This recommendation has been met.

### 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).

### Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings	
17 Aug 2017	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	4 - Good
29 Mar 2017	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	3 - Adequate
10 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
15 Dec 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
15 Dec 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
7 May 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
16 May 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Jul 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good



Date	Type	Gradings	
		Management and leadership	4 - Good
10 Aug 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
15 Oct 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
20 Jul 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
17 Mar 2010	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
2 Dec 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Feb 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
24 Sep 2008	Announced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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