

Kirklea Care Home Service

3 Dundonald Road
Kilmarnock
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Telephone: 01563 539010

Type of inspection: Unannounced
Inspection completed on: 12 January 2018

Service provided by:
Parkcare Homes (No. 2) Limited

Service provider number:
SP2003000147

Care service number:
CS2003000774

About the service

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

Kirklea is registered as a care home for up to twelve adults with learning disabilities, some of whom may also have physical disabilities.

Kirklea care home is a Victorian style detached villa with parking situated close to Kilmarnock town centre with easy access to bus and train links and to local amenities including shops, cafes and community resources. The service's main building has ten bedrooms over two floors, with one bathroom and one shower room on each level. There is a well maintained garden and decking area at the rear of the building and next to the main house is another building with a further two bedrooms, toilet and wet room. The home has a comfortable living room, a laundry room, a kitchen and dining room.

The organisation's statement of purpose states, "we provide understanding and support for people with learning disabilities, autism and mental health problems in a variety of settings based on the individual's abilities and needs. Our nationwide residential care services support people to develop the skills they need to live as independently as possible."

What people told us

We received three questionnaires completed by people supported or by their relatives. During the inspection, we spoke to all twelve of the people supported, one relative, eight staff and two professionals who had regular contact with the care home. Throughout the inspection, we observed many interactions between staff and those supported, including senior staff, the manager and cook.

People we spoke to told us they were happy with the quality of service, they felt safe and described a pleasant living environment where people helped and supported each other. People described positive relationships where staff genuinely cared for them and described those living and working in the home as a family. People knew who to speak to if they were unhappy, they had trust and confidence in the way the service was managed and gave examples of any problems being resolved quickly by staff or the manager.

These comments were included in the feedback received:

"I feel very safe and comfortable in the home and will not stay anywhere else"

"I have a good relationship with all staff, they are all patient and helpful and are there when I need them"

"When there is a staff change the manager keeps everyone updated and is very careful to ensure she picks the right person"

"If I am unhappy about something I speak to staff and they find a solution"

"Communication is good"

"Very informal and can visit anytime"

"Always welcome"

"No concerns, good relationships" .

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the quality assurance systems and how they were monitoring the quality of the provision of the service.

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

People experienced a good quality of care and support from a caring, committed and experienced staff team. The care home was clean, well maintained and offered a welcoming and homely environment for people being supported.

The manager and staff team worked well together to ensure each person's daily routine and choices were met. We observed people supported with personal care, medication, dining experiences, activities and accompanied to the local shops or day centre. We saw that everyone was respected and where an individual expressed a view they were listened to and encouraged to express their preferences, examples included changes to meals and appointments. This enabled people being supported to eat well and to spend time doing things that they enjoyed.

People using the service could be assured that staff were recruited using safe recruitment procedures and employed only when checks had been completed. We could see the service had induction procedures in place for new employees which included shadow shifts, this enabled new staff to establish relationships and develop an understanding of individual needs. Staff were registered with the Scottish Social Services Council. Staff received supervision and participated in a variety of training courses to equip them for the role.

Good systems were in place for the control and administration of medications, people could be confident that staff were competent in this area of their care. We observed practice that respected individual's privacy during the administration of medication.

We found that people were confident that they would be supported to maintain relationships that were important to them. The manager and staff team had established relationships with each person being supported, they knew them very well and also knew their friends and relatives. People told us that their family were very important to them and gave examples of how staff helped them to maintain contact, sometimes in difficult circumstances.

People supported and their relatives were able to express their views and choices and make decisions through regular reviews. Monthly 'Your Voice' meetings were in place which encouraged people supported to discuss what was important to them, to raise any concerns or share how they felt about any proposed changes to the service.

What the service could do better

In line with the changing needs of the people supported the provider should review the service aims and objectives to ensure these can continue to be met.

All residents' needs should be assessed and support plans and risk assessments should be in place so staff can support people in a safe and consistent way. (See recommendation 1)

All support and risk assessments should be reviewed at least six monthly or earlier to reflect people's changing needs. (See recommendation 2)

The manager should review care plans, removing unnecessary documents to reduce duplication and risk of errors.

To keep people safe and reduce the risk of harm the actions taken following a fall should be clearly recorded including preventative steps. The manager should raise awareness of risk assessment and falls management good practice with the staff team.

We suggested the manager consider a framework for gathering feedback from residents and stakeholders and show how this feedback contributed to continuous improvement of the service.

The manager should implement a system to monitor staff registration and protection of vulnerable groups membership to safeguard people supported.

We suggested the manager reviews the current system of supervision, appraisal and team meetings to include reflective practice and team development. This would support improvements in the quality of service and therefore individual outcomes.

We will review progress of these areas at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. All residents' needs should be assessed and support plans and risk assessments should be in place so staff can support people in a safe and consistent way.

National Care Standards, Care homes for people with learning disabilities, Standard 6: Support arrangements.

2. All support and risk assessments should be reviewed at least six monthly or earlier to reflect people's changing needs.

National Care Standards, Care homes for people with learning disabilities, Standard 14: Keeping well - healthcare.

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	
17 Feb 2017	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed
12 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
22 Jan 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
27 Nov 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
2 Dec 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
19 Aug 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
15 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
23 Oct 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
25 Mar 2009	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	Not assessed
6 Jun 2008	Announced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good

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