

Ardfenaig Residential Home Care Home Service

Tarbert Road
Ardrishaig
PA30 8EP

Telephone: 01546 603368

Type of inspection: Unannounced
Inspection completed on: 24 December 2017

Service provided by:
Argyll and Bute Council

Service provider number:
SP2003003373

Care service number:
CS2003014233

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Ardfenaig is registered as a care home for 16 older people with a range of support needs including one place for short break and respite care.

This rural service is owned and managed by Argyll and Bute Council. The service is situated in Ardrishaig near Lochgilphead. It is a two storey building and is set within its own grounds overlooking Loch Fyne.

What people told us

Comments from people who experience the service and their relatives included:

"My relative has lived at Ardfenaig for some time and has received an excellent service at all times. I regularly visit them and I am very impressed by the standard of care and support given to them and the residents generally"

"My relative settled in to the care home very quickly and all the staff have helped make them feel at home and all the family feel welcome when we visit"

"My relative is very well cared for in the home. They are always smartly dressed and has their hair done weekly. I am happy in the knowledge that they are safe and that the staff are caring and compassionate"

"I feel that staff are around to help me if needed. Like it here and am looking forward to Christmas"

Self assessment

We did not ask the service to complete a self-assessment this year.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

What the service does well

Feedback from residents about the quality of the service was very positive. We could see that staff had a friendly and positive relationship with residents and kept in regular contact with relatives which helped keep them informed of their relative's wellbeing.

We found that the service had positive relationships with external health care professionals and there was evidence of staff frequently seeking their advice to improve the care of individual residents. This meant that residents had access to community health services which promoted their health and wellbeing.

Staff told us that they had access to good quality training and most care staff had attained or were in the process of achieving a qualification in care. This meant that staff were skilled in looking after the people in their care.

We observed residents having lunch, and found that the tables were attractively set and the food looked and smelled good. Staff were observed to be interacting with residents at a pace that suited them. Residents were being assisted if they required it. Residents spoken with said they enjoyed their meal and the food in general.

Residents' dietary intake was regularly monitored and we found that people maintained their weight.

We found the environment generally in a good state of repair, residents told us they liked their rooms and we could see they were very personalised. Residents were able to access lounges and their bedrooms when they wished. There were plans in place to redecorate some of the corridors and lounges.

We looked at people's support plans and could see that they contained some good person centred information on their preferred life styles and life history. This meant that staff knew how people like to be cared for and promoted an individualised plan of care.

Residents told us that they attend a coffee morning at a local church every week and a member of staff gets them involved in activities and events outwith the home. This helped people keep in touch with the local community.

There were robust internal and external systems in place to monitor and audit residents' medication. This ensured people received their correct medication when they needed it.

Due to the increased dependency of people living in the home an extra worker was on shift in the morning and community health support workers provided extra help in the afternoon. We observed the residents having their hair done and their nails painted as part of an activity on the day we visited. This helped people maintain their independence.

What the service could do better

Work continued to develop the quality of the end of life care for the people who lived at the home and staff were receiving training to achieve this. This meant that staff would be appropriately skilled to support people in this time of their life.

The service should put in place systems to assess staff's on going competency to administer medication and to receive training in this area to update their skills to ensure people who experience the service are protected from harm and are safe.

We noted that the service had not notified the Care Inspectorate of all accidents and incidents that required treatment from a GP or hospital visit. This is a statutory requirement of service providers. We referred the acting manager to the guidance for notifications.
See Requirement 1.

Reviews of residents' care plans should be undertaken every six months to ensure the service is meeting people's needs. These have not been taking place.
See Requirement 2.

The service should develop and implement a service development plan that involves all key stakeholders.

Requirements

Number of requirements: 2

1. The provider must ensure there is a system in place about when to notify us of an accident which we regard as any unforeseen event resulting in harm or injury to the service user which has resulted in:

- GP visit
- Visit/referral to hospital
- Injury reportable under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).

This is in order to comply with SSI 2011/210 Regulation 4(1) Welfare of users
Timescale: by the 20 February 2018.

2. The provider must ensure that a formal review of each service user's personal plan takes place :

at least once every six month period or make changes when required. The provider must be able to evidence that service users and relatives are involved in this process and a written record of actions to be undertaken and by whom.

This is in order to comply with SSI 2011/210 Regulation 5 (2)(b)(iii) Personal plans

Timescale: by the 28 February 2018.

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	
11 Oct 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	6 - Excellent
27 Jan 2016	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Mar 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
26 Nov 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
26 Feb 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Jul 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
13 Mar 2013	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	2 - Weak

Date	Type	Gradings	
1 Nov 2012	Unannounced	Care and support	Not assessed
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed
15 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
19 Jan 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
27 Jan 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
8 Jul 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
13 Jan 2010	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	3 - Adequate
9 Jul 2009	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
28 Nov 2008	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
15 Jul 2008		Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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