

Chapel Level Nursing Home Care Home Service

34 Broom Gardens
Kirkcaldy
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Telephone: 01592 644 443

Type of inspection: Unannounced
Inspection completed on: 16 March 2018

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Care service number:
CS2011300682

About the service

Chapel Level Nursing Home is a purpose-built care home for 60 older people some of whom may have dementia. It is situated within a residential area of Kirkcaldy, near to a shopping centre.

The home has been owned and managed by HC-One Limited since October 2011.

The company says "All our efforts, resources and energy will be put towards ensuring that residents enjoy a good quality of life through receiving professional care in a safe, comfortable and welcoming environment. We want our staff to be the kindest people from our communities: life's natural carers and givers, the unsung heroes who make the world a better, warmer place for the rest of us."

What people told us

The views of people living in Chapel Level and their relatives were gathered throughout the visit. 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 coordinator and inspector were positive, reflecting a good level of satisfaction with all aspects of the service. Staff were held in high regard.

Comments included:

"I'm content and happy."

"The food is really lovely, I enjoy my meals."

"The staff are very kind and caring, nothing is a bother for any of them."

"If I had any problems I wouldn't hesitate to speak with the staff, I know they'd sort things out."

"The staff are amazing, patient and always cheerful."

"It's not home but I'm safe and well looked after so I can't complain."

"The home is always clean, there are never any smells."

"On the whole we're very happy."

Self assessment

We did not request a self assessment this year. We discussed and considered the service's own development plan as part of this inspection.

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

We spoke to residents, all of whom spoke highly of the staff and manager. We heard people say that "the staff can't do enough", "I wouldn't change a thing", "you can tell the staff anything". We also saw evidence of this during interactions between staff and residents. There was evidence of good relationships that were respectful and warm. Residents appeared relaxed and comfortable in the company of staff.

The support plans we looked at were recorded well and included information personal to each individual with regard to their preferences, dislikes and care needs. We sampled managing stress/distress plans, eating and drinking plans, wound care plans and risk assessments relating to falls and mobility. We found these to be fully completed and the content evaluated to inform practice. This meant residents' health was being monitored. 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.

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 aides were placed in such a way that they were accessible to individuals who needed them. This showed that staff knew the residents as individuals.

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.

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. This had been subject to a requirement at the previous inspection.

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 and the relatives we met were confident that the service would/had responded to concerns or comments.

What the service could do better

Relatives 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. They told us they were invited to attend care reviews. We noted, however, that in some instances neither the resident nor someone acting on their behalf were signing the care review document. This would verify that the appropriate parties were satisfied with the care and support plan. We have made a recommendation (1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The manager should ensure that the service user or someone on their behalf signs each care review to verify they are satisfied with delivery of prescribed care and support.

National Care Standards, Care Homes for Older People, Standard 6 – Support Arrangements

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	
5 Jun 2017	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
18 Nov 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
17 May 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
22 Feb 2016	Re-grade	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak
7 Dec 2015	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
12 May 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Jan 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
28 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 3 - Adequate
15 Jan 2014	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 4 - Good
27 Jun 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
14 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed Not assessed 4 - Good
27 Jun 2012	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 4 - Good 3 - Adequate Not assessed

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