

Alexander House Care Home Service

Main Street
Crossgates
Cowdenbeath
KY4 8DF

Telephone: 01383 518080

Type of inspection: Announced (short notice)
Inspection completed on: 15 March 2018

Service provided by:
Kingdom Homes Ltd

Service provider number:
SP2003001615

Care service number:
CS2007165398

About the service

Alexander House offers long-term residential care and nursing care for older people. The home is laid out over three levels with all rooms being spacious, well fitted out and with en-suite facilities. Each floor has an open plan lounge/dining room with a range of different chairs in the lounge area. Each bedroom has a telephone and television point. Four of the rooms can accommodate couples. Additional facilities include two rooms on the ground floor where relatives and visitors can prepare refreshments and a hairdressing room. At the front of the home there is a large open garden space with an area now made secure for residents' use. Raised flower beds, shrubs and walkways enhance the garden areas. The manager was responsible for the day-to-day running of the home and supervision of staff. On the last day of the inspection 36 residents were living in the home.

The organisation's missions statement is:

"We are committed to achieving our stated aims and objectives and we welcome the scrutiny of our residents and their representatives. We aim to provide a total range of care, in collaboration with all appropriate agencies, to meet the overall personal and health care needs and preferences of our residents.

The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care for each resident. We aim for a progressive improvement in all aspects of care delivery and ongoing training at all levels of our staff and management. We place the rights of residents at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our residents to exercise their rights to the full."

What people told us

Comments we received from residents and relatives during the inspection included:

"The food is good"

"The carers are very kind. They are well-trained and they look after us well"

"We had a Christmas party with a singer and a few drinks"

"I like the activities; not every day but mostly throwing the ball and zumba. We go out in the bus"

"We had a residents' meeting last week; we have them monthly"

"We had a cheese and wine party and the staff did Cinderella"

"It's a miraculous, wonderful place. She's put on weight and the transformation in Mum is amazing"

"They're very good. they've got loads of things happening; events and outings"

"Anything at all to do with Mum, they phone us. We come to the care reviews. We have no qualms about her healthcare"

"The food is really nice; it's all home-made and they get fish and chips in newspapers sometimes"

"They have a hairdressing salon and she gets her hair done"

"I can't think of anything that can be improved; they are all fantastic"

"It's very nice and it's well run"

"The girls are good and we get plenty to eat and drink"

"I can't do anything and they look after me"

"They're always kind to me"

"We do our exercises and go out in the bus; we went to Leven yesterday"

"I believe Alexander House and staff to be an excellent care home at this moment in time".

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

The service was involving residents and their families/friends in decisions about every day life in the home. This ensured they could participate in planning their care, activities, meals and snacks and their environment, including the garden. Staff were good at giving care and support in a respectful, kind manner whilst promoting dignity and privacy.

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 looked at a sample of residents' care plans. We saw that the actual care plans identified residents' needs and informed staff of how to meet these needs. However, we also saw poor evaluations of care plans (please refer to 'what the service could do better' below). Advice was sought appropriately from other professionals in relation to a variety of health needs.

We looked at a sample of medication administration records (MARs) and found the majority of these to be fully completed. We highlighted improvements that could be made (please refer to 'what the service could do better' below). We also looked at a sample of topical medication administration records (TMARs) (creams & ointments). During a recent complaint investigation we noted that once applied some staff signed the TMAR (body map chart) and some staff signed the MAR sheet. This could lead to confusion. During this inspection we saw that the recording system had been unified to reduce the possibility of error.

Discussion with the manager, staff, residents and visitors confirmed that staffing levels were now directly related to the number and needs of people living in the home.

The service had policies and procedures in place for the safe recruitment of staff. We saw that these were adhered to. This ensured that unsuitable people were not employed to care for vulnerable adults.

Staff told us they felt well supported in their role and felt 'listened to'. They told us they had team meetings, regular supervision and an annual appraisal which gave them the opportunity to discuss any issues. They also told us they had plenty training opportunities.

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 outings.

We observed lunch time and saw that staff were very courteous and respectful and clearly knew the residents' needs, likes and dislikes. Residents and visitors told us the food was very good.

Maintenance systems were in place to keep the home well presented and safe. Residents and their relatives told us that they felt safe and secure in the home. Students from the local academy were adding themed art work of the residents' choice to the downstairs corridor.

We assessed how the service managed residents' finances. There was a system in place for signing in/out residents' monies and regular audits were carried out. Residents could access their money during the working hours of the manager and families could pay in to their relatives' funds at any time. For all expenditures, dated receipts were in place. We spoke with the manager about the benefits to residents of accessing their money at all times, including evenings and weekends. By the end of the inspection they had put a system in place.

Quality assurance systems were in place to monitor service planning and delivery.

What the service could do better

As a result of an upheld complaint we made a requirement regarding care plans. During this inspection we found insufficient evidence to deem the requirement as having been met. Examples of this included:

- incomplete bowel recording charts
- incomplete weight charts
- insufficient guidance for staff on the frequency of toileting requirements for individual residents.

We are therefore carrying this requirement (1) forward.

Whilst examining care plans we also found the following:

- a lack of evaluation of individual care plans
- an obvious lack of the understanding of some staff regarding care plan reviews and evaluation
- a lack of continuity in the order of individual documents within the care plans. This made it extremely difficult to understand which evaluations related to which risk assessment and care plan.

The service had recognised this and had developed a new streamlined care planning system which they were going to implement. We have made a requirement (2) regarding the management of this.

We found there were some omissions in the clients' MAR sheets, therefore there was no evidence to suggest some residents had received some prescribed medication. We have made a recommendation (1).

Requirements

Number of requirements: 2

1. The provider must demonstrate that personal plans accurately record all care and support needs and that staff follow these. In order to do this the provider must:

- ensure that documentation and records are accurate, sufficiently detailed and reflect the care planned and provided
- ensure that staff are aware of their responsibility in maintaining accurate records
- demonstrate that managers are involved in monitoring and the audit of records.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011 No 210: regulation 4(1)(a) - requirement for the health and welfare of service users regulation 5(1) - requirement for personal plans

Timescale: To commence immediately and be fully implemented by 30 May 2018.

2. The provider must demonstrate that personal plans accurately record all care and support needs and that staff follow these. In order to do this the provider must:

- ensure staff receive training on the new care-planning system prior to its implementation
- monitor and evaluate the effectiveness of the new system.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011 No 210: regulation 4(1)(a) - requirement for the health and welfare of service users regulation 5(1) - requirement for personal plans

Timescale: To commence immediately and be fully implemented by 30 June 2018.

Recommendations

Number of recommendations: 1

1. The manager should ensure that there are no omissions in clients' MAR sheets. When prescribed medication is not administered, the reasons for this should be clearly recorded.

National Care Standards, Care homes for older people, Standard 15 - Medication have been taken into account whilst making this recommendation.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

| Date | Type | Gradings |
|-------------|-------------|--|
| 26 Aug 2016 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good |
| 25 Mar 2016 | Re-grade | Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate |
| 12 Feb 2016 | Unannounced | Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed |
| 17 Jul 2015 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 2 - Weak |
| 24 Feb 2015 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good |
| 14 Jul 2014 | Unannounced | Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good |
| 12 Jul 2013 | Unannounced | Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good |
| 30 Jan 2013 | Unannounced | Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good |

| Date | Type | Gradings | |
|-------------|-------------|--|--|
| | | Management and leadership | 5 - Very good |
| 2 Dec 2011 | Unannounced | Care and support Environment Staffing Management and leadership | 4 - Good Not assessed Not assessed 4 - Good |
| 5 May 2011 | Unannounced | Care and support Environment Staffing Management and leadership | 4 - Good 5 - Very good 5 - Very good 4 - Good |
| 17 Jan 2011 | Unannounced | Care and support Environment Staffing Management and leadership | 4 - Good Not assessed Not assessed Not assessed |
| 19 Jul 2010 | Announced | Care and support Environment Staffing Management and leadership | 5 - Very good Not assessed Not assessed 5 - Very good |
| 18 Jan 2010 | Unannounced | Care and support Environment Staffing Management and leadership | 5 - Very good Not assessed 5 - Very good Not assessed |
| 23 Jul 2009 | Announced | Care and support Environment Staffing Management and leadership | 5 - Very good 5 - Very good 5 - Very good 5 - Very good |
| 9 Jan 2009 | Unannounced | Care and support Environment Staffing Management and leadership | 3 - Adequate Not assessed Not assessed 3 - Adequate |
| 23 May 2008 | Announced | Care and support Environment Staffing | 3 - Adequate 4 - Good 4 - Good |

| Date | Type | Gradings | |
|------|------|---------------------------|----------|
| | | Management and leadership | 2 - Weak |

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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