

# Craigieknowes Care Home Service

Craigieknowes Road  
Perth  
PH2 0DG

Telephone: 01738 634310

Type of inspection: Unannounced  
Inspection completed on: 6 March 2018

**Service provided by:**

Four Seasons Homes No4 limited, a  
member of the Four Seasons Health  
Care Group

**Service provider number:**

SP2007009145

**Care service number:**

CS2003010703

## About the service

Craigieknowes is registered to provide a residential care home service for a maximum of 47 older people including those with mental health issues. The home may also offer respite and short breaks. The provider is Four Seasons Healthcare Group.

Craigieknowes was purpose built as a care home. It is situated in a quiet residential area part way up a steep road.

## What people told us

We spoke with 12 residents and five relatives of residents.

Comments from residents included:

"Staff are nice." Several people made this, and similar comments.

"Food is basic but good." Most, but not all whom we asked were positive about the food.

"Food awful. The trainee chef was helpful."

Regarding activities: "It's quiet - not much happens."

"I'm not happy." We discussed this comment with senior staff, which may have been health related.

"Feels a bit short staffed today." This was correct.

"Not been out with staff since I arrived."

"No wait when I buzz."

"They look after me well. I get my hair done. The budgie is noisy."

Comments from relatives included:

"Staff are great."

"Staff are kind and attentive."

"My relative attends the tea dance weekly." This activity out with the home was popular.

"My relative has clean clothes every day."

"Staff acted quickly to get the GP when needed."

"I did not know about previous reports or grades. The home is 'homely' and the staff caring and cheerful. The staff are not running about and always have time to talk to me. My relative plays carpet bowls and dominoes. She has her hair done on a Tuesday."

"I have not seen previous reports but as long as my relative is well looked after I am happy. My relative loves it here. She likes having people around her. She has been at a church service (within the home) today and has a craft session this afternoon. They have special events e.g. Burns. My relative went to Killiekrankie to see a staff member doing a sponsored bungee jump. The décor could maybe be improved."

## Self assessment

We did not ask for a self assessment this year.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

Our positive observations included:

The service responded to a request from a mental health nurse to prepare an anticipatory care plan for a resident. This will have improved the care of the lady and helpfully involved her family.

The manager told us she did a daily 'walk round' to assess care standards and the environment. This is recorded on Four Seasons quality systems. This practice will have the effect of potentially protecting residents and enhancing their experience.

There were daily meetings between the manager and senior staff to share a wide range of live operational matters. This improves communication and is likely to reduce problems thus supporting the standard of care.

Senior staff modelled good practice, thus potentially improving the standard of support offered by all staff and improving quality of life.

We saw good medication storage and security practice to keep people safe.

Wound care was satisfactory.

The home was taking part in an initiative on wound care.

Most residents and all family members we spoke with were happy with the service.

Areas for improvement were:

Medication: There were recorded daily and weekly checks by senior staff but we found several missed staff signatures on medication administration sheets and in one case a lack of explanation why medication had not been given. This reduces the safety and potentially the health of residents and must improve. We have made a requirement.

Care planning tended to be process driven and could be improved by being more person centred to support staff with the knowledge of how best to offer care to each individual. Choices on what and how care and support are delivered to residents could be improved. Consultation with and listening to residents could increase, including one to one. This would enhance residents' satisfaction and quality of life.

As part of this, hydration for each person could be further ensured by making 'help yourself' drinks more readily available with residents supported to make use of this where necessary.

The manager agreed activities may need to be revitalised. Activities would continue to benefit from being more person centred, purposeful and meaningful. Those less able must be included. More outwith the home should be developed. Staff were keen to be involved and should be supported and empowered to make a qualitative difference. We have made a requirement.

Our lunch time observation showed a low level of positive interaction by front line staff with residents. Front line staff could be encouraged to mirror the good practice by senior staff that we did see. This would improve the quality of experience for residents. Based on this observation, residents were unlikely to have felt nurtured during this lunch time.

## Requirements

### Number of requirements: 2

1. Medication must be managed and administered in a way that protects the health and wellbeing of residents. To achieve this the provider must ensure:

Careful daily checks are carried out to ensure recording about medication is clear, accurate and comprehensive.

This is to comply with SSI 2011/28 regulation 4 - requirement for records that a service must keep and SSI 2011/210 regulation 4(1)(a) - requirement for the health and welfare of service users.

Timescale: to begin immediately on receipt of this report.

2. The provider must ensure adequate opportunities for all residents to partake in regular meaningful, purposeful and person centred activity. This should be recorded and evaluated. All care staff should be enabled to be involved.

This is to comply with SSI 2011/210 regulation 4(1)(a) - requirement for the health and welfare of service users.

Timescale: to show significant improvement by June 2018.

Best practice guidance:

Care About Physical Activity - Make Every Move Count. A CI publication.

Make Every Moment Count. A CI publication.

## Recommendations

**Number of recommendations:** 0

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

Our positive observations included:

The daily meeting with senior staff included the maintenance person, thus giving the opportunity to discuss all live repair and maintenance issues, resolve problems and plan together. The system for reporting and dealing with repairs was good and records were clear. Film star photos on the upper floor were interesting and appropriate to the age groups.

Areas for improvement were:

Written and photographic menus could be improved. Currently, downstairs, those seated at the far end of the dining room would be unlikely to be able to see the wall menu, meaning they could not plan what they wanted to have.

The décor was shabby in places, thus not always maximising residents' daily experience and comfort.

The manager agreed that the building layout was outdated. It appeared somewhat institutional. We accept the construction cannot be altered but perhaps consideration could be given to developing a visual impression of breaking up the long corridors to make the environment more homely. Living in a visually institutional type setting tends to discourage feelings of relaxation and home.

Cleaning could be improved in some parts of the building to ensure the best comfort and hygiene for both residents and staff.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 3 - adequate

## Quality of staffing

### Findings from the inspection

Positive observations include:

The nursing and care staff group was longstanding. They valued the teamwork they found and most were motivated with a keenness to explore new ideas management might present to them in the future. Sickness rates were reported as very low. Staff felt supported and supervision was at a suitable level. Families valued the stable staff group. This aspect of the home no doubt contributed to both family and resident satisfaction.

Areas for improvement:

It was recently established that a long standing member of the care staff was not registered with the Scottish Social Services Council when legally they should have been. This should have been noticed and acted upon by the provider.

As it appeared to be a one off and was being addressed, we decided not to pursue the matter further or to make a requirement.

However, great care should be taken in future to ensure this does not recur, potentially exposing residents to risk of harm.

The grade of adequate reflects the seriousness of this issue in terms of potential negative outcomes for residents.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

Positive observations included:

It was positive that feedback and quality assurance were constantly on going via the provider's on line quality assurance system. Aspects covered included medication checks, twice yearly care plan audits for each person plus local staff, residents and family surveys. This has the effect of ensuring both managers and the provider have plenty of up to date information to assess quality and satisfaction of residents and staff.

Areas for improvement:

There could be an improvement in the provision of staff and also residents' meetings plus formal up to date information eg on notice boards or local newsletters.

Ambition for the service and innovation could be increased.

We were not shown evidence of development planning.

Improving these aspects could lead to the potential for achievement and satisfaction of both staff and residents being fulfilled.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 3 - adequate

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

#### Recommendation 1

It is recommended that staff are well supported through a good quality supervision process. Staff supervision must be performed in accordance with the provider's policy and procedures in order to ensure staff are supported to discuss and develop their roles, reflective practice and training requirements.

National Care Standards, Care Homes for Older People - Standard 5: Management and Staffing Arrangements: You experience good quality support and care. This is provided by management and staff whose professional training and expertise allows them to meet your needs. The service operates in line with all necessary legal requirements and best practice guidelines.

**This recommendation was made on 26 January 2016.**

## Action taken on previous recommendation

Noted at Follow up Inspection on 28/2/17: All staff have now completed their annual appraisal. Management are now using the appraisal as a basis for supervision planning. There had been no supervision of staff since the previous inspection prior to the follow up. Regular supervision will now take place on a quarterly basis.

## 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
28 Feb 2017	Unannounced	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed
14 Dec 2016	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
29 Mar 2016	Unannounced	Care and support Environment
		Not assessed Not assessed



Date	Type	Gradings	
		Staffing Management and leadership	Not assessed Not assessed
26 Jan 2016	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 4 - Good 3 - Adequate
17 Mar 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
12 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
27 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
27 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
27 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
16 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate Not assessed
11 Jan 2011	Announced	Care and support Environment	4 - Good Not assessed

Date	Type	Gradings
		Staffing Management and leadership
		Not assessed Not assessed
26 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed Not assessed 4 - Good
28 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 4 - Good Not assessed Not assessed
8 Jul 2009	Announced	Care and support Environment Staffing Management and leadership
		4 - Good 3 - Adequate 4 - Good 4 - Good
3 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 3 - Adequate 4 - Good 4 - Good
14 May 2008	Announced	Care and support Environment Staffing Management and leadership
		4 - Good 2 - Weak 4 - Good 4 - Good

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