

Falls Of Dochart Retirement Home Care Home Service

Main Street
Killin
FK21 8UW

Telephone: 01567 820237

Type of inspection: Unannounced
Inspection completed on: 23 April 2018

Service provided by:
Killin Care Trust

Service provider number:
SP2003002691

Care service number:
CS2003011499

About the service

Falls of Dochart Care Home is located in the village of Killin who are registered to care for a maximum of 12 older people. The home is a stone-built Victorian villa on two levels. There is a passenger lift for residents to access upstairs bedrooms. There is a comfortable well maintained garden to the rear of the house with a sitting area at the entrance of the home.

Killin Care Charitable Trust has responsibility for the service. The trust operates with a board of ten members.

In the information brochure held by the service, one of the service aims is stated as follows:

Falls of Dochart aim to offer a safe, warm, friendly atmosphere so that all residents may enjoy their retirement years secure in the knowledge that their special medical and personal needs will be taken care of in a professional and caring manner. In order to achieve this aim we recognise certain basic rights which contribute to the quality of life of most people, including

- the right to privacy, dignity, independence as well as the right to take part in certain tasks;
- the right of every individual to choose independently from a range of options affecting their day to day life;
- the right of every individual to entitlements associated with citizenship

At the time of our inspection there were 10 people living at the home.

The home is participating in the Caring About Physical Activity (CAPA) programme that has been introduced and monitored by the Care Inspectorate. In addition, the service is supported to encourage the physical wellbeing of people by promoting and facilitating a range of physical activity that is achievable for people alongside increasing and maintaining their independence. We heard that this has been extremely beneficial for residents.

What people told us

Prior to our inspection, we sent out four care service questionnaires to residents, relatives and staff to ascertain their views. We also spoke with five residents who were able to tell us their views, and we spoke with three relatives who were visiting. All four of the questionnaires returned to us from both relatives and staff were extremely positive, and commented that the care home was "fantastic", all of the staff were friendly and the standard of care was very high.

Residents spoke very highly of the care they received and of the staff, stating they were "excellent" "lovely" and "very attentive." Other comments included:

"I have no complaints whatsoever. I am very happy here."

"The home is very well run. The manager is a delightful person."

"I have always enjoyed the food here, it is like a hotel."

Relatives told us they were regularly updated about their loved one's care. It was also pleasing to hear that people who lived far away were still able to have regular contact with their relatives as the home encouraged use of technology and face time facilities. We also heard relatives were invited to regular meetings to discuss the running of the home, and also to invite people to take part in organised activities with residents. This included supporting people when attending outings. Some comments we heard were as follows:

"This home is so linked in with the community, its marvellous"

"My mum goes for walks independently and this is encouraged."

"I have piece of mind, this is a lovely home that is very much like a small house, it is very homely"

Self assessment

We no longer request a self assessment from services, instead we look at the overall development plan that the service has in place. We were satisfied with the areas that the service had identified with regard to improvements to be made in relation to the environment alongside the on-going development and training plan for staff.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

Residents at this home receive excellent care and support. We concluded this after observing how care was provided to residents over a period of two days. This was carried out in a kind, attentive and respectful manner. We took into account the extremely positive feedback from those we spoke with. We noted that residents who ate very little were encouraged gently and staff were extremely responsive to the needs of people. We saw that home cooked, nutritional food was provided for residents with a selection of choices with alternatives available. Menu planning was encouraged by the cook with both residents and staff.

Information held in care plans was of an excellent standard, and focussed on individual's goals, aims and independence. Time had been taken to gather information that was important to people, and how they wanted their care to be delivered. We saw that for one resident, it was important for her to take part in tasks such as laundry folding and clearing the table. Daily routines were considered and respected as much as practically possible. All updates were in place with regard to assessments, risk and reviews which were very detailed. We saw that residents could attend regular meetings and their feedback was regularly gathered with regard to the service they received.

We heard from one relative that exercises that had been given by the physiotherapist for her mother were carried out daily by the staff and this had improved her overall wellbeing and mobility. We also heard how one resident was able to walk independently within the community and another attended a near by strength and balance class. Further community links included twice weekly visits from the nursery children with the building being directly opposite the care home. During our inspection the children came to visit the residents and it was pleasing to see the residents reacting happily and took part in drawing and reading activities. We also heard that residents enjoyed regular outings both in and outwith the community and had access to the community bus. A fund raising event had been instigated by the care home for Children in Need that then became a community effort involving local people and businesses. Relatives are encouraged to support residents on outings and community participation. Overall, the excellent meaningful activity and community involvement and opportunities provided the residents with positive on-going social interaction with others.

Staff that we spoke with described the home and community as "one big happy family." They spoke highly of the manager and of each other. There is a very low turnover of staff and this ensures that the needs of residents are well known and met consistently, thereby providing residents with additional security. We thought there was a happy atmosphere within the home with people relaxing, singing or having their nails done as part of a treatment. We observed there was enough staff present to attend to people and we also heard that sometimes on their days off staff would pop in to say hello, bringing their children along as the residents enjoyed their company.

Staff records we looked at showed that relevant training and induction for new staff was provided. Staff were recruited in accordance with government guidance that ensures all staff have the required legal background checks undertaken. This promotes safety and security for residents.

Both relatives and residents spoke highly of the staff, some comments we heard are as follows:

"I have lots of confidence in the staff."

"Staff are genuinely caring, friendly and hardworking"

"Excellent staff"

What the service could do better

The service should continue to deliver the excellent care and support to the residents, alongside ensuring that residents are consulted with regard to any changes and improvements as part of their on going development plan.

We noted that safety checks for electrical appliances within the home had not taken place within the required timescales, however this was being progressed during the inspection. We have been assured by the manager this will not lapse in the future. We also heard that there was on-going environmental improvements that were to be concluded in the home and this would be undertaken in the final phase of the home refurbishment. We have asked the manager to keep us updated.

We discussed with the manager that newly appointed staff should undertake adult support and protection training within their induction period. We also discussed with the manager the need to progress with training relating to dementia, such as the Promoting Excellence framework. We heard that a staff member is keen to become an ambassador in this area and therefore will be able to take this work forward. Again, we will ask to be updated in this regard.

Finally, although we were satisfied that there was enough staff to meet the needs of residents, the provider and management team should progress with their dependency tool used to inform staffing levels and the deployment of staff at the service. This will ensure that this will be monitored at least monthly and when the needs of people change.

Requirements

Number of requirements: 0

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	
20 Apr 2017	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
21 Apr 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
14 Jan 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
17 Apr 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
4 Jun 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
21 Aug 2013	Unannounced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
29 Oct 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
20 Sep 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
7 Jul 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
11 Mar 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 Sep 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
27 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Nov 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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