

# Fernlea House Care Home Service

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Cardenden  
Lochgelly  
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Telephone: 01592 721649

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

**Service provided by:**  
Kingdom Homes Ltd

**Service provider number:**  
SP2003001615

**Care service number:**  
CS2003007045

## About the service

Fernlea House is an established residential home that has been extended, with the existing parts of the premises being subject to considerable upgrading. It is set within its own landscaped gardens and grounds, which are easily accessed and have seated areas for residents' and visitors' use. There is an adequate parking area. All communal areas and resources are on the lower level; a shaft lift serves the upper floor, to which residents and visitors have access and all stairways and corridors have handrails.

The premises are currently registered to accommodate 38 older people. All residents' rooms have en-suite facilities. There are communal lounges and a dining room, catering and laundry services are situated on the ground floor. During the inspection 34 people were residing 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

We received nine completed questionnaires from residents and relatives that we sent out before the inspection to find out what they thought about the service. We also spoke with some residents and their visitors during the inspection. Every respondent told us they were very happy with the care and support they received at Fernlea House.

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

"They're very friendly to all of us"

"The meals all look lovely and they have menus out every day; we are always asked if we would like to have lunch with her"

"They always accommodate us and respond to any requests or concerns we have"

"The communication with her next of kin is very good"

"There's a lot going on; movies, entertainment, karaoke and 'make a wish' - they brought her to Edinburgh to have lunch with us"

"Activities are always advertised on the board and there is a newsletter that tells us what is happening. They have a mini-bus for outings too"

"It's brilliant; we have no complaints"

"They're very friendly and treat us with respect"

"They always keep us up-to-date"

"The meals are lovely; she loves the puddings"

"She gets plenty to drink; they are always pushing fluids"

"They have a band on today and a singer last week. They play games and things and always encourage her to take part"

"They keep us informed about everything"

"Her health care is well looked after. She gets seen by the dentist and the doctor; nothing could be better".

## 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:

<b>Quality of care and support</b>	5 - Very Good
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	not assessed
<b>Quality of management and leadership</b>	5 - Very Good

## What the service does well

The service was very good at 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 very 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 individual care plans identified residents' needs and informed staff of how to meet these needs. However, we noted inconsistencies in where certain information was recorded depending on which style of care plan was in use (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 medication management systems and saw that regular audits were carried out. When anomalies had been found, we saw steps had been taken to address this with staff concerned to prevent recurrence.

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. The residents really enjoyed one particular entertainer whom the staff paid for themselves every month, in addition to the entertainment provided by the home. A residents' 'wish list' was ongoing and individual residents had enjoyed activities such as driving a Ferrari at Knockhill racing circuit and visiting Dunfermline Abbey.

The service encouraged links with the community and the residents benefitted from:

- monthly visits from the local youth club to join in with the gardening, singing and chatting
- weekly visits from the children at a local nursery to join in with arts and crafts, 'book bug' (telling stories and doing the actions) and various other activities
- monthly church services.

Discussion with the manager, staff, residents and visitors confirmed that staffing levels were 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.

There were 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, financial systems and an environmental audit.

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. The manager had re-started relatives' meetings to share information about the home and listen to people's concerns/ideas. People in the home were confident that the service would/had responded to concerns or comments.

## What the service could do better

The organisation had developed a new streamlined care planning system. The service was implementing this but many care plans were still in the old format. We discussed with the manager the importance of having one system for consistency and to avoid confusion amongst staff. She said she would prioritise this.

Although we saw maintenance requests were met, there was no record on the premises of when they were carried out. We discussed with the manager the advantages of doing this. She said she would address this.

The manager told us about plans she had for the home, for example setting up a sweet shop in the garden for the residents and laying slabs in part of the garden area to provide more seating space. No formal development plan had been devised and we discussed the importance of this with the manager. The development plan should highlighted areas for improvement and include an action plan with timescales. She said she would address this.

Whilst examining financial systems, we noted a couple of errors in the recording of residents' monies. This was rectified by the end of the inspection. We highlighted the importance of concise auditing in this area. We also noted that residents could not access their money outwith the manager's working hours, which could be deemed as financial restraint. The manager stated that the current systems could easily be amended to rectify this and she would address it immediately.

The manager told us the home was next on the organisation's list for refurbishment. The service would benefit from this as we noticed some parts of the home looked a bit tired.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
3 May 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
13 May 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
12 May 2015	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
19 May 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
18 Jun 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
11 Sep 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
16 Feb 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good

Date	Type	Gradings	
4 May 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 5 - Very good
29 Jan 2011	Re-grade	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed Not assessed 2 - Weak
3 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
19 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
4 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
9 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
6 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed Not assessed Not assessed
28 May 2008	Announced	Care and support Environment Staffing Management and leadership	2 - Weak 5 - Very good 4 - Good 4 - Good

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