

Craigie Care Home Care Home Service

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Kilmarnock
KA1 4EF

Telephone: 01563 542839

Type of inspection: Unannounced
Inspection completed on: 31 May 2018

Service provided by:
Mr Kelly & Mrs Denise Pentland a
Partnership

Service provider number:
SP2005007551

Care service number:
CS2003010259

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service registered with the Care Inspectorate on 1 April 2011.

Craigie Care Home is a care home (with nursing) registered for 21 older people including a maximum of three respite placements at any one time. At the time of the inspection, there were 21 residents living in the care home which is located in a residential area of Kilmarnock near local amenities including shops and transport routes.

The service is provided from a converted property with accommodation over two floors. Eight of the 21 single bedrooms have en-suite facilities that include their own shower, with a further five having their own sink and toilet. Three lounge/dining rooms and an adapted bathroom are located on the ground floor as is an additional multi-purpose lounge recently relocated to offer direct access to the enclosed garden area.

The comprehensive aims and objectives of the service are centred around good quality care and life experience and the rights of residents with a focus on:

- privacy
- dignity
- independence
- fulfilment
- citizens' rights.

What people told us

We spoke to three residents and two visiting relatives. The inspection volunteer, whose role within the inspection is to seek the comments and views of residents and relatives and make observations of routines and staff practice, spoke with five residents and two relatives. People were very positive about the quality of the overall service. We also received 12 completed questionnaires from residents and their families. When asked whether they were happy with the quality of care provided, 10 respondents strongly agreed that they were and two agreed. Comments included:

"The service is always perfect."

"My relative is very well cared for."

"Care for my (relative) at Craigie is exemplary. The staff are always helpful, understanding and very welcoming. (Relative) is very happy and well looked after. The social activities at Craigie are fantastic."

"Overall happy with care but feel lounges need updating - chairs quite worn and uncomfortable. Also could do with more outside space as residents seem to spend most of their time indoors. Main toilet on ground floor in need of updating. Care staff excellent - caring and compassionate, good sense of humour and kind when dealing with individuals." (In response to the comments relating to the environment, the provider had plans to carry out work on the ground floor bathroom and the garden space to further improve facilities for residents).

"I feel it's welcoming - I'm happy with (relative's) room."

"The food's perfection. No problems with laundry. I like the activities and I go out on trips. I feel safe here - it couldn't get better."

"My room is perfect - it's well kept."

"My key worker is a lovely lady - all the staff are lovely. I don't see strangers (staff) and the new ones are always introduced."

"I'm very well looked after. The meals are excellent. When I buzz, the staff come quickly and they welcome my visitors - I'm content."

"I get my laundry back with occasional problems. 100% happy with the housekeeping."

"The food's quite good - if there is nothing I like, they make me something else. Activities are good and I get out. Laundry is fine."

"Staff are really good - very nice. I feel safe in here. The handyman's nice."

"(Manager) is easy to talk to."

"Great care and we've got to know the other residents. Meal choices are very good and good quality. (Relative) goes on outings. Laundry is fine."

"It's always clean and tidy. I always feel welcome."

"Staff are friendly - like family really. They treat everyone with respect."

"I have no complaints. The food's good and my laundry always comes back. I have a lovely room and it's cleaned every day. Staff are very pleasant and I'm treated respectfully. I know (manager) - very pleasant."

"I'm happy with my room. The housekeeping is up to scratch and I like to sit outside - the grounds are nice. Staff are long serving. I'm happy with everything."

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. We looked at their own development plan and quality assurance system. These demonstrated that staff were monitoring the quality of the service and progressing the priorities for development to a very good standard.

From this inspection we graded this service as:

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

What the service does well

The people we spoke to told us that they were happy with the way staff had included them when planning and reviewing the care provided. We found that meaningful involvement had been supported by the development of positive relationships and an inclusive culture where residents' views and choices, and those of their families had been sought and respected in a spirit of genuine partnership. This meant that people had been able to make informed choices and maintain control over their daily lives as much as possible. Family and friends told us they felt welcome and there was a strong sense of community within the service. Comments included:

"I go to residents' meetings and can talk to (manager)."

"We are always greeted with respect when visiting. They are excellent at keeping me informed 24/7 by phone if required which is much appreciated."

"I can call with any worries and come to the reviews. They tell you their plans for the home."

Personal plans should give clear direction about how to deliver care and support and must reflect people's choices and preferences. This is important in ensuring that safe care is provided according to the needs and wishes of individual residents. The records we reviewed were good overall, with some areas for improvement. Personal plans demonstrated that staff knew residents well, had assessed and planned care properly and had worked alongside other services such as GP's, district nurses and dieticians, where required, to meet individual needs.

The staff team had the skills, knowledge and experience needed to deliver stable, high quality care and support informed by good practice. Throughout the inspection, we saw that they did so with warmth, kindness and compassion. The enabling approach taken by staff had promoted independence, personal choices and positive experiences. As a result, residents and their families were able to tell us that they had confidence in staff, trusting them to respond properly to individual health and wellbeing needs as well as helping each individual to stay as well as possible. People said:

"Excellent care - (relative's) life has completely changed. They join in with the activities and go out. The food's good and good encouragement is given. I couldn't wish for better."

"I cannot praise Craigie Care Home enough for the excellent care and attention that they give. All the staff at Craigie are very helpful and always take time to speak to you when you are visiting. You get a hello and a smile every time - just so lovely."

"Staff are very dutiful - a stable group."

Staff told us that they had been well supported by the management team and saw that very good learning opportunities had been provided. Ongoing staff development had been monitored and well implemented including the approach to supervision, reflecting on personal practice and maintaining registration with professional bodies. We discussed the benefits of staff becoming more familiar with self directed learning resources such as the 'open badges' developed by the Scottish Social Services Council. Staff gave consistently positive feedback such as "great place to work" and "10/10."

To maintain wellbeing, residents need to receive the right medication at the right time. We confirmed that medication had been well managed. The management team had carried out robust monthly audits that included a review of each resident's medication and follow up of any issues or planned actions. We saw that external audits carried out by the supplying pharmacist had commented on the "excellent" standards being maintained.

It is important that staff can spend meaningful time with residents so that their social and wellbeing needs can be met. Participation in creative and beneficial activities had been valued as an important part of daily life and we saw how this promoted opportunities for companionship, enjoyment, physical exercise and mental stimulation. Very good opportunities to get out and about also meant that residents had not become isolated from the wider community. People commented:

"The social activities at Craigie are fantastic."

"Activities are good and I get out."

Care services benefit from strong, supportive leadership and a positive culture where people feel motivated and treat each other with respect, working effectively together to support good outcomes and experiences for people. This was evident and we saw that the management team delivered consistent, stable care and support informed by evidence based good practice within a clean, homely and well maintained environment. Comments included:

"I know the manager – I talk to her regularly."

"Staff treat me with respect. I feel more confident since moving here. We have all our own staff. I know (manager) and talk with her. I'm happy with the way the place is run."

A range of quality assurance checks and audits had been established to monitor performance on an ongoing basis. We saw that this had been carried out in a way that informed and promoted very good standards. The forward thinking approach and the commitment towards a culture of continuous development had seen the introduction of several good practice initiatives such as 'Playlist for Life', the 'Care About Physical Activity' programme and involvement in the 'My Home Life' movement, all of which had benefitted individual residents. Work was also underway to raise awareness and understanding of the new 'Health and Social Care Standards'.

Two recommendations made at the last inspection in relation to staff recruitment and the storage of personal continence products had been acted on and met.

What the service could do better

We continued a recommendation made at the last inspection about the development of a localised dementia strategy. This is to support each individual living with dementia to achieve their potential and promote their right to personhood, full citizenship and optimum participation in daily and community life. The manager intended to progress this work using the learning and recommendations from the 'My life, my care home' report on the experiences of people living with dementia in care homes in Scotland – see recommendation 1.

Personal plans should be improved to reflect residents' personal outcomes and experiences as this was lacking in the six monthly reviews and care plan evaluations we looked at, including the positive outcomes achieved through the 'care about physical activity' programme. There were some gaps in the daily oral hygiene records and anticipatory care plans were incomplete. The 'what do you know about me' records were variable and did not reflect the in-depth knowledge that staff had about individual residents. A more detailed audit tool should be developed to quality assure the content of personal plans, including the use of language which, although satisfactory overall, could have been more respectful when referring to the management of behaviour that staff found challenging – see recommendation 2.

An annual schedule should be developed to inform the quality assurance framework reflecting the checks and audits undertaken and the minimum frequency.

PRN pathways should be completed where 'as required' medicines are prescribed. This is to inform the rationale for administering the medication and recording the outcome.

Although we had no concerns around the way the service had been staffed, a dependency assessment tool should be introduced to demonstrate a link between the review of residents' needs carried out each month and staff deployment and skill mix.

Staff can find it challenging to deliver meaningful activities for people living with dementia. We shared information about the positive impact of the Namaste programme which is a structured programme that integrates compassionate care with individualised activities for people with advanced dementia in a group setting. We also discussed the benefits of cognitive stimulation therapy groups used to help people with dementia to actively improve their memory and thinking skills within the social benefits of a group. We suggested that these initiatives should be explored.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. An evidence based dementia strategy informed by best practice should be developed setting out the approach to supporting residents living with dementia. This is to reflect the Health and Social Care Standards 4.11: "I experience high quality care and support based on relevant evidence, guidance and best practice."
2. Personal plans should be reviewed to address the areas for improvement identified and a more detailed audit tool should be developed to quality assure the content of these records. This is to reflect the Health and Social Care Standards 1.15: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices."

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
21 Nov 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
26 Sep 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
5 Jun 2015	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership 6 - Excellent
17 Apr 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership 5 - Very good
30 Apr 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
22 May 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
22 Oct 2010	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
27 May 2010	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	5 - Very good
12 Jan 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
28 May 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
25 Mar 2009	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	4 - Good
3 Feb 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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