

Bennoch Lodge Care Home Care Home Service

31A Bennoch Road
Kirkcaldy
KY2 5QY

Telephone: 01592 642000

Type of inspection: Unannounced
Inspection completed on: 22 May 2018

Service provided by:
Tamanna Anjum

Service provider number:
SP2014986584

Care service number:
CS2014334073

About the service

Bennochty Lodge Care Home is registered to provide 24 hour care and support to a maximum of 17 older people. At the time of our inspection visits, there were 17 people living there. The service is owned by Tamanna Anjum and has been registered with the Care Inspectorate since 18 December 2015.

The home is in Kirkcaldy and blends well into the surrounding area. The home is easily accessible by public transport. It is a single storey building and all bedrooms are single rooms with en-suite toilets. People living here have easy access to a secluded garden area.

What people told us

The views of people living in Bennochty Lodge and their relatives were gathered throughout the visit. We had also received twelve completed care standard questionnaires from relatives, residents and staff.

They reflected a very high level of satisfaction with the service and comments included:

- "have no concerns..."
- "overall I am more than happy with the service that my relative receives"
- "Bennochty Lodge feels like a home from home.
- "my (relative) is settled, happy and enjoys the chat and activities provided".

"Visitors are absorbed into a friendly welcoming environment. Differing personalities of residents are respected. Privacy is also respected. The worry any family experiences when having a family member enter this new environment soon disappears. The patience, kindness, professional standards soothe any lingering worries".

We carried out SOFI 2 * observations over lunchtime and involving five residents. We were encouraged by the overwhelming warmth and respect demonstrated by staff while they patiently supported people to enjoy their meal.

SOFI 2 is a short observational framework for Inspection. We use SOFI 2 as a tool to assist us in directly observing the experience of people who may be unable to tell us their views.

Self assessment

The service was not required to submit a self-assessment before this inspection. As part of our inspection we discussed the way this service could develop and present their improvement plan.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

Following discussion with staff, a review of a sample of documentation and observation of practice, we could be confident that Bennochty Lodge provided very good care and support for people living with frailty and cognitive decline.

We were encouraged to see care records sampled were generally appropriate, complete and current and we could be very confident in the way medication was managed. All care was based upon assessment and a review of the effectiveness of any action taken. As a result we could be confident that record keeping could support staff practice and reflect the individual written about.

We were also encouraged by our observations of staff interactions with residents occupied in activities. Staff demonstrated flexibility and very good knowledge of peoples' likes and dislikes. They provided very good support for people at meal times. People confirmed a high level of satisfaction with meals provided. The benefits in the provision of enjoyable mealtimes include mitigating the risk of weight loss and social isolation.

We could be confident that the size and design of the home provided residents with a homely experience supported by a feeling of security and community. Residents enjoyed easy access to the garden and which clearly encouraged a degree of independence and choice.

We were encouraged by the degree of continuity in staffing which could support effective communication and relationships even although residents abilities and support needs changed. This also supported the consolidation of training with increased staff awareness and knowledge to support their practice.

At this inspection visit we recognised improvements in the provision of activities and good progress made with staff development. As a result we could be confident in the effectiveness of management and leadership, their ability to maintain standards and support improvements in the future.

What the service could do better

Care records sampled reflect a strong nursing model and there may be the opportunity to develop the format to focus on meaningful activity, and encourage care staff to contribute to the evaluation of care.

We recognise the provider had established very good care and support through the development and establishment of audit and support for staff. We would suggest they reflect on current performance as part of their self evaluation and create a strategic improvement plan in order to further develop and improve the service.

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	
12 Jun 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	4 - Good
13 Jan 2017	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
24 Jun 2016	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
23 Mar 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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