

Fairview Nursing Home Care Home Service

9 Cowie Road
Bannockburn
Stirling
FK7 8JW

Telephone: 01786 816111

Type of inspection:

Unannounced

Completed on:

26 June 2018

Service provided by:

HC-One Limited

Service provider number:

SP2011011682

Service no:

CS2011300705

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 31 October 2011.

Fairview Nursing Home is located in the Bannockburn area of Stirling. Sixty residents can be accommodated there who have a variety of health care needs including dementia. The provider is HC-One Limited. At the time of our inspection there were 54 residents living at the home with an additional six people who were there during respite provision.

Accommodation is provided over two floors and has an accessible lift. There is a number of daily living spaces that includes lounges, dining areas, quiet lounges and a café type room that relatives can also utilise. In addition to this there is a games room and a hairdressing salon. All bedrooms have en-suite facilities. The home has pleasant gardens for residents to enjoy that includes decking areas.

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 as well as increasing and maintaining their independence. We heard that this has been extremely beneficial for the residents participating in the programme.

At the time of our inspection a new manager for the home had been in post for four weeks.

What people told us

We spoke with seven relatives visiting the service alongside 10 people residing at Fairview. Overall, people were highly satisfied with the care their relatives received. We heard that the environment was fresh and clean, they were invited to reviews, and communication from staff was good. We also heard from relatives that the newly appointed manager was helpful and approachable. All seven relatives felt the staff worked really hard, but felt that at times staff were "hard to find" or people "had to wait due to staffing shortage."

Other views were as follows:

- "never any problems"
- "clothing and bedding always fresh"
- "very lucky to be here"
- "staff are under a lot of stress"
- "cannot go into the garden without staff"
- "new manager listened to my views, very satisfied with response"
- "not a lot going on at weekends."

Residents who were not able to express their views looked comfortable and content, with people smiling when we spoke with them. People who could tell us their views told us they were happy at Fairview, the staff were kind and hardworking and there were always things to do. People told us they enjoyed the food and regular outings. We also heard that people's routines were respected alongside receiving the right support at the right time.

Self assessment

We did not ask the service to submit a self-assessment this year. Instead, we looked at the overall development plan in place. We were satisfied that this identified areas for ongoing improvement with associated timescales for completion.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	3 - Adequate
Quality of management and leadership	not assessed

What the service does well

We assessed the care and support people received at Fairview to be of a good standard. We concluded this after speaking with people living there as well as relatives, and undertaking a variety of observations of staff practice.

We saw that a lot of time and effort had been made to collect information that would inform how people could enjoy meaningful structure in their day including light physical activity. There was also regular opportunities for people to enjoy outings both locally and further afield. We heard of examples on how this had improved people's overall mental and physical wellbeing.

The majority of care plans we looked at were well recorded, with risk assessments and reviews taking place regularly. This ensured that the fluctuations in people's health were addressed timeously. We saw in particular that wound care was of a good standard and we people received pressure alleviating equipment without delay.

People received their meals without any delays, and there was enough staff to assist those who needed this.

Staff were recruited in accordance with government guidance that ensures all required background checks are carried out. Staff we spoke with told us they had a wide variety of online training and we heard the newly recruited staff had a positive induction and were supported well by the staff team. Relatives that we spoke with told us that staff worked hard, were kind and approachable and they were kept updated with necessary information.

All previous recommendations we made have been met.

What the service could do better

We identified some areas for improvement that the management team should focus on. We highlighted that some medication morning rounds were late and some people were asleep and therefore did not receive their medicine. Checks also need to be undertaken to ensure medication patches remain in place and recorded when these are removed. We will ask the service to tell us the action they will take to remedy this.

The majority of care plans had up-to-date information regarding falls, risk assessments and prevention but for one person who had frequent falls, we did not see this or follow up action or advice being sought from other

professionals. We also suggested to the service to keep a falls diary in care plans that would then indicate the frequency and can be acted upon without delay.

We discussed with the management team that offering people a choice of meals at the table supports people with cognitive impairment, alongside displaying easy read menus. Neither of the aforementioned were in place during our inspection.

We assessed from our observations that staff would benefit from further training and development opportunities to support people showing signs of agitation or distress. This was because we felt some staff were not communicating effectively with people. Staff told us they would like more practical learning alongside their online learning and we fully agree that other options should be explored to ensure there is a variety of different styles of learning for people.

Staff should have regular opportunities to attend meetings and in addition, to have discussions around their learning and development and how training has informed their every day practice. It would also be beneficial for staff to undertake specific roles within the home, in particular in the area for falls and dementia.

We do acknowledge that some key staff have recently left the service which has had a knock on effect on the overall staffing, for example low morale.

Finally, we did not feel confident that the current levels of staff were effectively meeting the needs of people and that the dependency tool used did not take into account the specific areas of need, such as fluctuating stress and distress. This is addressed in the outstanding requirement from our last inspection that we carried forward below. **(See requirement 1)**

Requirements

Number of requirements: 1

1. The provider must demonstrate that the level of staffing is adequate to provide the required level of support to service users at all times. The care inspectorate should be notified using the e-forms notification system when staff fall below the required level.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 15(a) - staffing and regulation 4(1)(a) - requirement for the health and welfare of service users.

This also takes into account Health and Social Care Standard 3.15 - "My needs are met by the right amount of people."

Timescale: Evidence of staff numbers and dependencies to be submitted each month to the care inspectorate.

Recommendations

Number of recommendations: 0

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings
24 Jul 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
19 May 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
25 Jan 2016	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
27 Aug 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
20 Feb 2015	Unannounced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
22 Sep 2014	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 4 - Good
29 Oct 2013	Unannounced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good
18 Dec 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
20 Jun 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

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