

## Benarty View Care Home Service

17 Rowan Lea  
Kelty  
KY4 0FY

Telephone: 01383 839000

**Type of inspection:**

Unannounced

**Completed on:**

16 August 2018

**Service provided by:**

Linecrest Limited, a member of the  
Four Seasons Health Care Group

**Service provider number:**

SP2007009146

**Service no:**

CS2003010341

## About the service

Benarty View is a purpose-built two storey care home situated in the village of Kelty, near Dunfermline town. It is owned and managed by Four Seasons Health Care.

Residents have a choice of lounge and dining areas and a passenger lift allows access to both floors. The ground floor is home for 10 people with dementia; the upper floor provides accommodation for 30 older people requiring nursing and residential care. The bedrooms provide single occupancy en-suite facilities. There is access to a large enclosed garden to the rear of the property.

The aim of Benarty View is "to provide a service which respects the rights, dignity, individuality and lifestyle of the service user".

## What people told us

We distributed 26 questionnaires prior to the inspection and received 9 completed questionnaires from residents and relatives. The residents/relatives strongly agreed/agreed with the statement that overall they were happy with the quality of care and support provided to them. We also received an email form one relative and four visiting healthcare professionals. We also spoke informally with a number of residents and relatives/visitors.

This inspection also benefitted from support from our Inspection Volunteer Scheme which allowed us more opportunities to gather views about the service. People who spoke with our inspection volunteer were very positive, reflecting a high level of satisfaction with all aspects of the service. Staff and management were held in very high regard.

Comments from returned questionnaires, emails received and residents, relatives/visitors spoken with included: "My parent's stay within Benarty View has been superb, they go out of their way to make her life comfortable, they know her likes and dislikes. She is constantly involved in activities. The staff go over and above and I cannot praise them enough."

"My parent can be quite uncooperative and resist attempts to help her. The staff have been very good in taking time to find the best ways to deal with her. All the staff at the care home are very helpful and always cheerful to residents and relatives alike."

"Communication is great. Staff always polite and friendly."

"My parent moved into Benarty View a few months ago and at first I was extremely anxious about leaving her. However, from the first day the staff have made both my parent and I feel welcome and respected. I thought my parent would dislike staying there however, each time I visit she is always smiling and talks fondly of the place. She especially loves when the children have been from the local nursery, she loves watching them singing. She misses her grandchildren so these visits are a great alternative."

"My relative has the best care I could have wished for and I have been kept in the loop at all times. Thanks for your dedication."

"Good communication with manager and staff. Good selection of activities on offer for residents. Always informed of any issues/concerns which in my opinion are addressed quickly. Good working relationship with families and partners such as health, social work etc Proactive in ensuring all are involved who should be such as Mental Health Liaison, registration with local GP, Dentist."

"I find the manager to be pro-active/approachable with suggestions or concerns that have been stressed or highlighted in reviews."

"Good range of stimulating activities and high level of personal care provided."

"I feel that the manager goes above and beyond to seek a resolve in any situation."

"I think Benarty View has improved since XXX took over as the manager, she is very committed and strives to resolve issues. XXX appears to be proactive and fully involved with the residents and therefore has got to know the residents well. I feel there is a good atmosphere in the home and much more activities going on these days. I feel confident in XXX and her staff and this is something I have not felt in along time prior to her involvement."

"I'm very happy, everyone goes above and beyond to make life good for me."

"I've no complaints, the manager is always around checking up on things and making sure everyone is alright."

"The food is lovely, we get plenty to eat and lots of cups of tea."

One relative was dissatisfied with a number of aspects of the service – laundry, staffing and lack of meaningful activities. The manager is aware of these issues and is looking to resolve the issues raised to the satisfaction of these relatives.

During the inspection we used the SOFI 2 which stands for Short Observational Framework for Inspection. This tool helps us to capture the experience of people using the service who may not be able to express their views for themselves. We observed staff to support people with dignity, at a relaxed pace and to encourage independence. People were offered choice at all times in respect of their meal choices, the use of protective aprons and the use of wipes for their hands before and after their meal.

## 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:

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

## What the service does well

Following discussions, sampling records and observations of staff practice, we could be confident that very good care and support was delivered.

Our observations and discussions with staff confirmed that they had a very good awareness and understanding of the individual health needs of the people in their care. There was a genuine desire to improve the quality of life for people and their families and not focus on the problems people may present in terms of dependency and care needs. Our observations of practice and our experience of meal times confirmed staff provided very good assistance and supervision in a friendly, respectful manner. People enjoyed the social aspect of the meal and staff contributed to this while tendering assistance discreetly.

Time spent with people living here confirmed that they felt safe and secure without being overprotected. Distress was managed effectively, resulting in a relaxed atmosphere and without discriminating against someone with obvious cognitive impairment. A climate of inclusion was also evident at meal times and group activities.

Ensuring that dignity was not at risk where direct assistance was required by people within communal areas was something the manager was concerned with, while promoting opportunities for normal social interactions. We observed this to be a consideration for all staff and a lovely balance maintained.

Care records sampled were very good and reflected care based upon assessment and review. People's likes and dislikes were recorded and most evident in terms of diet and daily routines. As a result, we could be confident that record keeping provided guidance to support staff practice and reflect the individual written about. Records consistently contained evidence of appropriate legal arrangements in place to protect people with any capacity issues and could also support communication between staff and people's representatives. Our discussions with staff highlighted their understanding of the role and responsibilities they must carry out in order to protect and care for vulnerable people.

We were encouraged to see that the systems for managing medication were good and supported safer practice. Following discussions, sampling records and observations of staff practice, we could be confident that very good care and support was delivered.

This is a home where people are supported to continue to enjoy close contact with family, friends and maintain close links with the local community.

We received many positive comments from residents, relatives and healthcare professionals regarding the quality of the staff employed in the care home.

There were regular opportunities for staff to share information and give their views. This included supervisions, appraisals and staff meetings. These give staff and management an opportunity to discuss 'what's working and what can be improved.' The supervision sessions have been expanded to include reflection for individual staff on the impact specific training has had on their practice. Feedback from staff told us this has helped prepare them for the programme of NMC and SSSC Post Registration Training and Learning expected of all registered staff.

There was a wide number of training courses available to staff in relation to their work. Records were kept of training completed. Staff training needs were discussed and reviewed. Staff told us the training had been very useful and had improved their understanding of a resident's needs and how they could meet them.

## What the service could do better

Generally the standard of record keeping was good, however, we noted a small number of missing entries on the medication administration records. Staff should always follow best practice guidelines when administering medication. This is to ensure care and support is consistent with the Health and Social Care Standards which state that; If I need help with my medication, I am able to have as much control as possible.(HSCS 2.23)

The manager addressed these and throughout the inspection process carried out accountability sessions for the staff involved to minimise the risk of this happening again. Resampling of records confirmed an improvement in medication record keeping.

## 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
12 Dec 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership 5 - Very good
17 Aug 2017	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 4 - Good
29 Mar 2017	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 3 - Adequate
10 Nov 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
15 Dec 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good

Date	Type	Gradings	
15 Dec 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
7 May 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
16 May 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
4 Jul 2012	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
10 Aug 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
15 Oct 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
20 Jul 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
17 Mar 2010	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good

Date	Type	Gradings	
2 Dec 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 Feb 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
24 Sep 2008	Announced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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