

## Anam Cara Care Home Service

Dementia Resource Centre  
Stoneyholm Road  
Kilbirnie  
KA25 7JE

Telephone: 01505 684371

**Type of inspection:**

Unannounced

**Completed on:**

19 July 2018

**Service provided by:**

North Ayrshire Council

**Service provider number:**

SP2003003327

**Service no:**

CS2008177877

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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Anam Cara is managed and operated by North Ayrshire Council. It is located in Kilbirnie, North Ayrshire and provides a respite service for up to 14 adults and older people who have dementia. All service users are referred to as guests, which will be reflected in this report.

The service is located near the town centre with good access to transport links, local services and amenities.

The premises are decorated and furnished to a good standard offering single en suite accommodation for all guests. There is a choice of pleasant sitting areas and areas where meals can be taken. There is access to all areas of the garden. The aim is to provide high quality, person-centred care to adults and older people with dementia, whilst allowing the carer to have a break from their caring role.

## What people told us

We spoke with five guests and sought their views about the quality of service they received. They were all very positive about their stay in Anam Care and were particularly complimentary about staff. They told us that staff were 'just fantastic', 'the best' and 'they make sure we are all OK'.

Although we chatted with other guests, they were not always able to give us their views on the quality of service they were receiving however, we saw they were comfortable and content and staff were ensuring they were included in activities and general discussions and conversations.

We asked the service to distribute questionnaires to guests and relatives/carers on our behalf of which four were returned. Each of the questionnaires reflected the positive comments we received when we spoke with guests. We saw that people who completed the questionnaire 'Strongly Agreeing' with the statement 'Overall, I am happy with the quality of care my relative/friend receives at this home.'

## Self assessment

We did not ask the service to provide a self assessment for 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	4 - Good
Quality of management and leadership	not assessed

## What the service does well

The service continued to use a number of effective ways to ensure that guests and their relatives/carers had the opportunity to express their views on the quality care provided by Anam Cara. Guests were also encouraged to be involved in the staff recruitment process and be involved in specific meetings to discuss menu planning and activity opportunities.

The service had a pleasant, relaxed and welcoming atmosphere. Our observations throughout the inspection found staff interactions with guests to be very positive. We observed care being delivered in a discreet and dignified way and people being treated with genuine compassion and respect. One guest told us 'I like coming here, I enjoy the company and staff are all brilliant'.

Care plans reflected the current needs of individuals and provided direction to staff on how these needs should be met. The recommendation made in the last inspection report relating to care planning had been met. Guests were involved in the care planning process to the level that they could be, supported by their relative/carer.

A range of risk assessments were used to inform the care planning process including; MUST (Malnutrition Universal Screening Tool), Braden Scale, SSKIN Bundle and the Prevention of Falls. A dependency tool was used to inform staffing levels to ensure they reflected the needs of the guests using the service at any one time. We saw evidence of staffing levels being increased to reflect higher dependency levels.

Medication records were accurately maintained and showed residents had access to medication as prescribed.

Guests told us they had the opportunity to participate in a range of stimulating and enjoyable activities. They were supported and encouraged to access resources in the local community, such as using the local shops and maintain attendance at local day care services where appropriate. Staff understood the importance of encouraging people to keep physically active to improve strength and balance which helped to reduce falls. The service ensured there was good life history information which allowed them to support individuals with hobbies and interests. This information also helped staff generate conversation on topics which were of interest to the guests. The service had close links with a local nursery which provided mutually beneficial intergenerational activities and entertainment.

Kitchen staff were kept well informed by care staff about guests' nutritional care needs and preferences and were made aware of those who required additional nutritional support. Care staff and kitchen staff worked closely together to achieve good outcomes for individuals with compromised nutrition by increasing and maintaining weights.

People receiving support could be confident that staff were recruited following Safer Recruitment guidance and received induction training appropriate to their role. The recommendation made in the last inspection report relating to improvements the induction process had been met.

Staff were required to complete a range of annual mandatory training, which reflected the needs of guests. Additional learning opportunities had been made available in response to specific presenting conditions. Training was appropriately recorded.

All care staff had completed dementia training based on the Promoting Excellence Learning Resource to Skilled Level.

The provider had facilitated staff development days which included learning and information sessions in subjects relevant to the type of service provided and the needs of guests.

This also included the opportunity for those staff who had completed My Home Life training to share key learning points with other members of staff. It is intended to continue providing staff with more My Home Life training as part of the staff development plan.

Although staff meetings had not taken place on a frequent basis, there were good systems in place to support communication and information sharing among staff. The manager was very visible in the service, which included working some night shifts. This ensured there was regular management contact with all staff and also supported the good communication systems already in place. Staff spoke about the manager having an 'open door policy' and felt they could express their views and have a say on how continued improvements to the service could be achieved.

We saw from records that staff had the opportunity to meet with the manager or a supervisor at regular intervals on a one to one basis to discuss practice issues, training and develop opportunities or any other issues relevant to the work they performed. Staff also participated in North Ayrshire Council's annual appraisal process (Professional and Personal Development Plans).

All care staff had attained the required qualifications to meet the conditions of professional registration. There was a system in place to ensure that care staff were registered with the Scottish Social Services Council (SSSC) and when condition of registration had to be met and re-registrations due.

## What the service could do better

Care plans did reflect individuals' presenting needs and provided direction to staff on how these should be met. However, we discussed with the manager how these plans could be further improved to reflect the new Health and Social Care Standards, have clearer identified outcomes for individual guests and how these outcomes would be evaluated. We look forward to seeing these improvements at the next inspection.

We felt that staff could have been better informed about the new Health and Social Care Standards and how they reflected the new standards in their practice.

The service did use some reflective learning accounts completed at the end of training events. However, this should become more established to encourage staff to consider how training had informed practice and could improve outcomes for guests.

We spoke with the manager about providing staff with dementia training up to 'Enhanced Level' as detailed in the promoting Excellence Training Resource. This would provide staff with additional skills and learning to reflect the aims and objectives of this service which, in the main, is provided to people living with dementia. We were pleased to hear that this was included in the service training plan and it was hoped to be achieved in the coming year. We look forward to seeing this at the next inspection.

We noted that staff were not following North Ayrshire's policy and procedures for the safe holding of money on guests' behalf. This meant it was difficult to audit accounts and accurately account for money received for individuals' and any withdrawals. Staff practice must be improved in this area. (Recommendation 1)

North Ayrshire Council do not have a policy of routinely re-checking staff through the Protection of Vulnerable Adults scheme after a specific period. This is only done if, for example, a member of staff is appointed to a new post within the council. 'The Care Inspectorate expects care services to periodically re-check the suitability of care service staff as a matter of good practice'; (Safer Recruitment (Through Better Recruitment), Care Inspectorate and Scottish Social Services Council 2016) ). (Recommendation 2)

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 2

1. Staff must ensure that they adhere to North Ayrshire Council's policy and procedures for the safe holding of money on guests' behalf. This must include an accurate account of all monies received for individuals' and any withdrawals made.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: I have confidence in people because they are trained, competent and skilled, and able to reflect on their practice and follow their professional and organisational codes. (HSCS 3.14)

2. In order to comply with current good practice, North Ayrshire Council should periodically re-check the suitability of care service staff through the Protection of Vulnerable Adults scheme, (Safer Recruitment (Through Better Recruitment), Care Inspectorate and Scottish Social Services Council 2016).

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11); and I am confident that people who support and care for me have been appropriately and safely recruited. (HSCS 4.24).

## 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
16 Oct 2017	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
31 Oct 2016	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	4 - Good
27 May 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Oct 2014	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	4 - Good
		Management and leadership	4 - Good
17 Apr 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	4 - Good
10 Apr 2013	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	4 - Good
28 Jun 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
13 Dec 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
17 May 2010	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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