

St Serfs Care Home Service

Kinbrae Park Gardens
Newport-on-Tay
DD6 8HD

Telephone: 01382 542276

Type of inspection:

Unannounced

Completed on:

16 October 2018

Service provided by:

St. Serfs Care Home Ltd

Service provider number:

SP2010010981

Service no:

CS2010251669

About the service

St Serfs is set in its own spacious grounds, close to the River Tay and is registered to provide care and support to a maximum of 26 older people. The main house has been refurbished and upgraded in recent years. The gardens are well maintained with a summer house and seating areas for residents' use.

The home has two double occupancy rooms but all rooms are used as single occupancy rooms, unless specifically requested by two people with an established relationship. All rooms have en-suite toilet facilities. The manager is responsible for the supervision of staff and the day-to-day running of the home; she was present throughout the inspection.

The home's Philosophy of Care states:

- To provide a secure, stable and comfortable environment whilst providing a standard of individual mental and physical care ensuring that each resident is as happy and contented as possible.
- To ensure that the dignity of each resident is maintained at all times.
- To stimulate and maintain physical and mental activities by setting realistic targets and encouraging residents to participate in the decision-making in an attempt to reach these targets.
- To enhance the quality of life by providing a safe, secure, comfortable and supportive environment.
- To ensure each resident's right to personal choice especially in relation to clothes, diet and activities.
- To encourage residents to care for themselves where they are willing and able, and to regularly update care plans to take account of this.
- To ensure that each resident is treated as an individual and that others respect his or her dignity irrespective of any disability or frailty.
- To maintain each resident's right to privacy by ensuring all staff knock before entering a room.
- To maintain each resident's right to be consulted in any proposed changes to daily living arrangements and to encourage their participation in making suggestions and decision-making.
- To maintain each resident's right of choice of family Practitioner, Dentist, Optician, Chiropodist etc. where possible.
- To ensure each resident has the right to socialise with the community at large by encouraging them to invite family, friends and acquaintances into our care home.
- To maintain each resident's right to have their political, religious, sexual beliefs and emotional needs accepted and respected."

What people told us

We distributed 18 questionnaires prior to the inspection and received 12 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 spoke informally with a number of residents, relatives/visitors and two visiting healthcare professionals.

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 very high level of satisfaction with all aspects of the service. Staff and management were held in very high regard.

Comments from returned questionnaires, everyone spoken with included:

"The staff do their very best and are very attentive as time allows."

"My parents are very happy in St Serfs being looked after by the manager and her dedicated, hardworking staff. This is a warm, caring environment where the residents feel safe and secure. The food is of a high standard and varied. Thanks you St Serfs."

"On the whole St Serfs does a pretty good job all round. Management appear to be able to hold onto local staff which is always a good sign. The chefs and kitchen staff produce fresh, nutritional food and are always ready to lend a helping hand to residents. On the whole St Serfs has a happy atmosphere where residents' needs are catered for."

"Occasionally in the evening and at weekends full staff levels seem to be difficult to achieve. Locum staff are called for and generally are very good but cannot be expected to know all the preferences or practical needs of individual residents."

"I like it very much, I'm very fortunate to be here."

"I think my room is very good. The grounds are very nice too."

"I am happy with the care I receive, the food is very good and the staff are very efficient and caring."

"The staff always go above and beyond to make sure we are thriving. The food is amazing."

"I am very happy with everything, the staff are very good at keeping me up to date with everything that is going on."

"I have no concerns or issues. There are regular meetings where I can raise any concerns,"

"The food is excellent, I can't find fault with anything."

"I enjoy the company I get living here."

"The staff and management are excellent, the manager is always around checking up and making sure everything is alright."

"It's a wonderful place."

"Everyone is so kind."

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	4 - Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

People experienced a very good standard of care and support. Staff were held in high regard and we could see they were motivated to provide care that suited people's routines and choices.

It is important that staff across the home treat residents with compassion, dignity and respect. From our observations of staff we noted them to be respectful and had a genuine interest in caring for people. Residents and relatives spoke very positively about all the staff and how good they were when caring for them.

The way people spend their day should promote feelings of purpose and wellbeing. We heard lots of very good feedback around the range of activities for people to choose from. This included lots of in-house activities such as craft groups, baking sessions and visiting entertainers. There were regular trips out and local walks to go for a coffee. This enhanced people's feelings of wellbeing.

Residents could be confident that senior staff had an overview of their health care needs and consulted with relevant health care professionals including the podiatrist, GP and dietician, as needed. We found that generally they were supported to receive their prescribed medications however, we noted a small number of missing entries on the medication administration records. The manager addressed these and planned to carry out competency checks for the staff involved to minimise the risk of this happening again (see area for improvement below).

It is important for residents to enjoy a healthy and balanced diet and have access to plenty of drinks throughout the day. We found that the dining room was presented very nicely and that residents could choose whether to have meals there or in their own bedroom. Residents told us that the food was very good and that they really enjoyed it. We also heard that there were plenty of choices available and that the home baking was always enjoyed.

Residents who experience stress and distress should expect that measures are put in place to reduce this for them, and support them through any periods when this may occur. 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. We looked at care plans for people around this and found that there was good information in place to guide staff on how best to care for them. We could see where the home was linking with the Care Home Liaison Mental Health Team for support to help address this.

We found that management had an overview of key areas including weights, falls and skin integrity.

Areas for improvement

1. Staff should always follow best practice guidelines when administering medications. 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)

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?**5 - Very Good**

It is important that assessment and care planning should reflect people's needs and wishes. We were reassured to see that people had been well consulted about their care and involved in decisions which affected their lives.

Care plans showed very good levels of personal information, detailing people's previous lives, hobbies and interests. Where legal arrangements were in place, these were clearly evident within files. People could be confident that staff had the correct information about their needs and wishes. We were able to discuss the need to be more evaluative in the review process with the manager at the time of the inspection and were confident that this would be developed by the service over time. We also discussed at feedback the fact that with the introduction of the new Health and Social Care Standards, which are very human rights based and about promoting individualised care and support, a review of care planning would assist with this.

Overall, risk assessments to assess residents' care needs were carried out regularly and then used to inform the care plan. The service carried out regular reviews with residents and their relatives. Those we sampled showed that people were encouraged to give their views and people told us that they were listened to by staff and management.

What the service has done to meet any requirements we made at or since the last inspection**Requirements****Requirement 1**

The provider must make proper provision for the health, welfare and safety of service users. In order to achieve this the provider must ensure;

The use of all forms of restraint must be supported by evidence of discussion and agreement with the service user and/or their representative.

This is in order to comply with: SSI 2011/210 Regulation 4(1)(a) - a requirement to make proper provision for the health and welfare of people.

This requirement was made on 15 November 2017.

Action taken on previous requirement

The service had introduced consent forms covering all types of restraint; those in use were seen to have been discussed and signed by the resident and/or relative.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The manager should ensure that the service user or someone on their behalf signs each care review to verify they are satisfied with delivery of prescribed care and support.

National Care Standards, Care Homes for Older People, Standard 6 - Support Arrangements

This area for improvement was made on 15 November 2017.

Action taken since then

All care reviews were seen to have been signed by the person/s present.

This recommendation has been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	4 - Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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Care Inspectorate
Compass House
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