

Pitlair House Nursing Home Care Home Service

Bow Of Fife
Cupar
KY15 5RF

Telephone: 01337 831 159

Type of inspection:

Unannounced

Completed on:

4 December 2018

Service provided by:

Pitlair Limited

Service provider number:

SP2003002300

Service no:

CS2003010322

About the service

Pitlair House Nursing Home is a traditional country house with a modern extension, situated in large garden grounds near Bow of Fife. The service registered with the Care Inspectorate in 2002 and is registered to provide 24 hour nursing care for a maximum of 40 older people and younger people with physical disabilities.

The service is privately owned and run by Pitlair Limited. Accommodation is provided over two floors and the home benefits from a number of public spaces which are well utilised. The attractive grounds and quiet rural location are an asset to the home, with the outdoor space being well utilised, especially in the summer months.

What people told us

Prior to the inspection we sent out 35 Care Standards Questionnaires (CSQs) in order to gather views of people using the service, their relatives and staff. Of these 26 were returned, with comments including;

- 'I feel happy about the care and support I receive.'
- 'I feel happy, safe and comfortable in my place of residence.'
- 'Some staff I disagree with.'
- 'They willingly clean her and treat her with dignity at all times.'
- 'She is always treated as the intelligent thinking being which she still is.'
- 'I find the staff at Pitlair to be very professional.'
- 'Their care of the residents is, in my experience, exemplary.'
- 'I think she is looked after very well.'
- 'I think that the communication problems could be handled better by staff.'
- 'I am very confident that my parents are looked after well.'
- 'This is an exceptional care home.'
- 'The food is first class and the management superb.'
- 'Nothing but wonderful things to say about Pitlair.'
- 'On the whole I am pleased with the care that my relative receives.'
- 'Management is encouraging in identifying suitable training needs.'
- 'The matron....the blue badge seniors...regularly work night shift - both these help promote 24 hour care and also alleviate any inter shift friction.'

During the inspection we had the opportunity to speak to a number of people living at Pitlair and their relatives, comments included:

- 'Our expectations are high but they are met.'
- 'Over the last year things have picked up - ideas and opinions are sought and acted on.'
- 'She's well looked after.'
- 'It's fantastic here.'
- 'It's a great place.'
- 'I'm really enjoying my life here.'
- 'The people are lovely.'

Overall people agreed or strongly agreed that they were happy with the level of care and support that they received.

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?	4 - 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

It is important that people are treated with compassion, dignity and respect and that they benefit from support which is guided by their wishes and preferences. We were pleased to see that many interactions were warm and affectionate, with people being well known to the staff, with positive and trusting relationships being created as a result.

People were able to maintain control over their own living spaces and receive care in a way which reflected their individual needs and wants. Although, for most of the inspection, care was of a good standard we were concerned that during busy periods there was a lack of organisation which led to care becoming less person-centred and dignified. It is important that people work well together and that care is provided in a planned and safe way. We were able to bring these issues to the attention of the manager at the time of the inspection.

People should get the most out of life and be able to make decisions and choices about how they spend their time. We were encouraged to see that some people were supported to sit in the smaller seating areas within the home and spend time there with those they had developed friendships with. People should be able to maintain their previous interests and it was clear that this was strongly encouraged at Pitlair. We saw evidence of people attending concerts of bands which they had always followed, those with an interest in handicrafts going to a craft fair and the development of a poetry group in response to the particular interest of some residents. The home benefits from two activity staff who plan and co-ordinate events and projects within the home. We were pleased to see that care staff are now also becoming involved in engaging people in meaningful activities.

We would expect that people's health benefits from their care and support and is based on best practice standards. We were reassured to see a strong medication system in place at Pitlair which had been underpinned by a great deal of learning and development work however the system would benefit from a more detailed audit in order to ensure all errors are quickly identified.

Many policies and procedures had been put in place over recent months which have the potential to make positive changes to people's care. It is essential that staff have the correct supervision and leadership to ensure that these policies are implemented and followed correctly. During the inspection we had the chance to suggest some improvements to the staffing structure which we felt would help to address the issues of organisation and leadership within the home. We were confident that the manager will take these forward to positive effect in the near future.

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?

4 - Good

We would expect that assessment and care planning reflects people's needs and wishes and that support plans are used to deliver care effectively.

Pitlair House benefit from an electronic care planning system which ensures that information is safely stored and can be collated and retrieved quickly and easily. Care plans were detailed and the expected outcome of care was clear. We could see that people were assessed and reviewed regularly but, in some cases, changes to people's needs were not followed up with clear plans of action. It is important that a system of audit is developed which involves a number of members of the staff team, in order to increase accuracy and remove the need for direct supervision from the manager.

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

Requirements

Requirement 1

The service must notify the Care Inspectorate of all reportable occurrences, as listed in the document 'Records that all registered care services (except childminding) must keep and guidance on notification reporting' Care Inspectorate Feb 2012.

This is in order to comply with: Regulation 4 (1)a of the Social Care and Social Work Improvement Scotland (Registration) Regulations 2011 (SSI 2011/28).

Timescale - with immediate effect.

This requirement was made on 22 January 2018.

Action taken on previous requirement

The service now notify the Care Inspectorate of all reportable occurrences in line with requirements.

Met - within timescales

Requirement 2

The provider must further develop each service users risk assessment to ensure that appropriate checks and strategies to minimise the likelihood of any identified risk occurring, have been put in place. The provider must ensure that, where an assessment of risk is undertaken and action implemented to minimise risk, the assessment:

- I. Identifies the hazard.
- II. Describes who might be harmed and how.
- III. Evaluates the risks and decides a precaution.
- IV. Records findings and implements them.
- V. Is reviewed regularly and updated as required.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirement for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 (1)a.

This requirement was made on 22 January 2018.

Action taken on previous requirement

A risk assessment process has been put in place and equipment has been purchased to address previous safety issues.

Met - within timescales

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	4 - 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?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

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