

Kirklea Care Home Service

3 Dundonald Road
Kilmarnock
KA1 1EQ

Telephone: 01563 539010

Type of inspection:

Unannounced

Completed on:

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Service provided by:

Parkcare Homes (No. 2) Limited

Service provider number:

SP2003000147

Service no:

CS2003000774

About the service

Kirklea is registered as a care home for up to twelve adults with learning disabilities, some of whom may have physical disabilities, the provider is Priory. The service registered on 1 April 2002 with the Care Commission and transferred its registration to the Care Inspectorate when it formed on 1 April 2011.

Kirklea care home is a Victorian style detached villa with parking situated close to Kilmarnock town centre with easy access to bus and train links and to local amenities including shops, cafes and community resources.

The service's main building has ten bedrooms over two floors, with one bathroom and one shower room on each level. There is a well maintained garden and decking area at the rear of the building; also at the rear next to the main house is another building with a further two bedrooms and wet room. The home has a comfortable living room, a laundry room, kitchen and dining room.

Priory statement of purpose is "we provide understanding and support for people with learning disabilities, autism and mental health problems in a variety of settings based on the individual's abilities and needs. Our nationwide residential care services support people to develop the skills they need to live as independently as possible."

At the time of this inspection, there were eleven people living at Kirklea.

What people told us

During the course of the inspection we met all of the people living at Kirklea and spoke to three relatives. We received four completed care standards questionnaires from people supported.

We also asked for the views of staff and other professionals such as social work during the inspection. Overall people were very happy with the quality of care received.

Examples of comments received:

"The staff treat me very well, they support me to go out every day"

"The service is very good, I like it and get a lot of support from the staff, they are very nice and helpful"

"Extremely happy, they are safe and well looked after"

"More than happy because the service has brought them out of their shell "

"Since going into Kirklea the difference in (relative) is amazing, the care is wonderful, they are a lovely bunch, I couldn't fault them"

"Their health needs are met, staff take (relative) to appointments, really look after her well"

"Very happy with the service, wonderful"

"They bring (relative) home and they want to go back, never seen (relative) unhappy"

"Trust the manager, trust their judgement with new staff"

"The service is very good and I am happy here"

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

We found Kirklea to be warm, welcoming and homely, people supported told us they were very happy living at Kirklea, "we are like a family". We could see that people supported knew each other very well, they helped each other and some friendships were well established. People spent time together doing a range of activities and those who wanted to had enjoyed going on holidays with staff and other residents.

People can expect to receive high quality care and support that is right for them and to experience compassion, dignity and respect. One relative told us how important the relationships were "care and support and companionship at Kirklea makes all of the difference to our relative". We observed staff carry out their duties as part of the daily routine in a caring, confident and discreet manner which contributed to a quiet and relaxed atmosphere.

Staff acknowledged each persons individuality by spending time doing activities they enjoyed, such as discussing a television programme, drawing, playing games. Maintaining contact with family and friends was part of the daily routine, people were encouraged and supported to go on visits and out in the community while respecting individual choices. Each person had different communication skills, staff quickly noticed on verbal and non verbal cues demonstrating a good understanding of what was important to each individual and offering reassurance and support where needed.

Staff facilitated a monthly meeting with residents who chose to participate known as your voice. The meeting gave an opportunity for people to have their say, to share their views on what was working and important to them and to contribute to planning including activities, outings and menus.

How people spend their day is important in maintaining people's physical and mental wellbeing. While we observed people being prompted to carry out some household tasks such as tidying their room or putting away their laundry we discussed with senior staff the importance of encouraging people to be more physically active in small everyday ways. One relative said "Staff are such a friendly and supportive group, they may be a bit too helpful, they can do too much". This mirrored our observations, particularly at meal times, where people sat down to lunch and were served their meals by staff. We explained this helpful approach was not enabling or encouraging people to maintain their independence and steps should be taken to support staff to work in a different way, to proactively encourage participation and movement.

People living in the home should feel safe. There was a system in place for recording of incidents and accidents, notifications were made to the care inspectorate when appropriate. There was an adult protection policy in place and staff undertook training in adult protection, however we expressed concern that incident forms were incomplete with regard to safeguarding and management actions. We explored examples of incident reports with senior staff to demonstrate the importance of considering adult protection and recording actions taken. (See Area for Improvement 1).

We observed the administration of medication and could see that this was carried out in a safe and inclusive way. There was a robust system in place for managing medication and staff received training. Staff had access to a broad range of training, a lot of which was on line. We spoke to the manager about monitoring staff competence and different ways to support staff to transfer learning into practice and to provide opportunities for staff to reflect on their practice. (See Area for Improvement 2).

People can expect to have confidence in the people supporting and caring for them and be sure their health needs are being met. We saw that people's health needs were monitored and reviewed regularly through support planning and with a variety of health professionals visiting the home. People were supported with hospital and GP appointments for more complex health needs and had access to speech and language therapist, dentist, optician and chiropodist.

Areas for improvement

1. To ensure that people are safe; protected from harm and can be confident people understand their responsibilities the manager should ensure that the actions and safeguarding sections in the incident forms are completed and followed up.

This ensures care and support is consistent with the Health and Social Care Standards, which state that I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities (HSCS 3.20)

2. To reduce the risk of harm and to improve outcomes for people the manager should ensure mechanisms are in place to support staff to translate learning into practice and provide a range of opportunities for practice development.

This ensures 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, are able to reflect on their practice and follow their professional and organisational codes (HSCS 3.14)

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**

People can expect assessment and care planning will reflect their outcomes, needs and wishes. This is important because care plans are used to direct staff in delivering care in a way that is right for them and affects their experience of care and support. We found everyone had a needs assessment, risk assessments and a support plan that was up to date and regularly reviewed. One relative told us "I attend reviews where we discuss everything, I am absolutely satisfied in everything they do" Plans did reflect the person and their current needs because people participated in monthly evaluations with their key worker and in six monthly reviews with relatives. We could see from the monthly evaluations where outcomes were being achieved and reviewed.

It was evident that improvements had been made to support plan documentation since the last inspection and previous report recommendations had been met. Support plans contained good information about the person and detailed their particular support needs, including their physical and emotional health needs, relationships and social needs. We could see good information about the management of complex health issues and nutritional needs.

One person told us "my support plans helps the staff to understand me", however, we found that while plans lacked some depth in detailing how to support the person in a way that reflected their individual needs and preferences. Staff knew people really well and used their knowledge to deliver support in a person centred way and to employ behaviour strategies that worked. We discussed with senior staff that for people to experience consistent and person centred support it is important that these details are well recorded in support plans.

Documentation included one page profiles and short life stories which gave an insight into the person, we encouraged the senior to develop these further so that activities and conversations could be more meaningful.

We could see that people were supported to manage their finances on a day to day basis and where appropriate supporting legal documentation was in place to protect and uphold people rights. It was evident that people were helped to live well to the end of their life; support plans detailed what was important to individuals should they become unwell including receiving care in a place of their choice and wishes for the future.

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

All residents' needs should be assessed and support plans and risk assessments should be in place so staff can support people in a safe and consistent way.

This area for improvement was made on 12 July 2018.

Action taken since then

We found everyone had a needs assessment, risk assessments and a support plan in place. These were up to date, reflective of current support needs and regularly reviewed.

Previous area for improvement 2

All support and risk assessments should be reviewed at least six monthly or earlier to reflect people's changing needs.

This area for improvement was made on 12 July 2018.

Action taken since then

We found people were participating in monthly support evaluation meetings with their key worker and in reviews held at least every six months with relatives and other relevant participants. Support plans reflected people's current needs and choices.

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	4 - Good
1.3 People's health benefits from their care and support	5 - Very 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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