

Craigieknowes Care Home Service

Craigieknowes Road
Perth
PH2 0DG

Telephone: 01738 634310

Type of inspection:

Unannounced

Completed on:

13 March 2019

Service provided by:

Four Seasons Homes No4 limited, a
member of the Four Seasons Health
Care Group

Service provider number:

SP2007009145

Service no:

CS2003010703

About the service we inspected

Craigieknowes is registered to provide a residential care home service for a maximum of 47 older people including those with mental health issues. The home may also offer respite and short breaks. The provider is Four Seasons Healthcare Group. The service has been registered since 2002.

Craigieknowes was purpose-built as a care home. It is situated in a quiet residential area part way up a steep road.

How we inspected the service

During this inspection we followed up on two requirements about management of medication and activities, both within the home and in the wider community, to help the service make improvements.

In order to assess progress we examined areas including:

- medication systems
- care documentation
- activities records
- discussions with staff, including the Activity Co-ordinator
- discussions with people in the service and their visitors.

Taking the views of people using the service into account

We spoke informally to four residents. They all told us that they were happy with the service they received and were very positive about the care and support received from staff.

Comments included:

- 'The staff are all very good to you'.
- 'I really like it here'.
- 'I like having more things to do'.

Taking carers' views into account

Two visiting families told us that they were happy with the care and support their relative received.

Comments included:

- 'I can definitely see a big difference in my (relative) with having more to do'.
- 'My relative really looks forward to the activities being arranged'.
- 'We have definitely seen a big improvement here over the past couple of months'.

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

Previous requirements

Requirement 1

In order to ensure that medication is managed and administered in a way that protects the health and wellbeing of residents, the provider must ensure that daily checks are carried out to confirm that recordings relating to medication are clear, accurate and comprehensive by 19 October 2018.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states, "Any treatment or intervention that I experience is safe and effective" (HSCS 1.24) and "If I need help with medication, I am able to have as much control as possible" (HSCS 2.23).

It is also necessary to comply with Regulation 4 (Welfare of users) of the Social Care and Social Work Improvement Scotland Regulations 2011.

This requirement was made on 25 October 2018.

Action taken on previous requirement

We sampled medication administration records across both floors within the service. Since our last inspection, the service had updated their system to administer medication from original containers. We found that the standard of record keeping in the MARs (Medication Administration Recording sheets) had improved since our previous inspection.

We saw evidence that people were given their medication regularly as prescribed.

We saw that areas of responsibility had been allocated to various staff regarding daily and weekly checks which took place within specified timescales. However, there were a number of discrepancies and inconsistencies within the records which had not been captured within any of the medication audits.

The manager acknowledged that this was not good practice and agreed to address this with staff.

This requirement had not been met and will be looked at again during our next inspection.

Not met

Requirement 2

In order to ensure that residents can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors, the provider must ensure that there are adequate opportunities to partake in regular, meaningful, purposeful and person-centred activities that are recorded, evaluated and involve all staff.

In order to ensure that residents can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors, the provider must ensure

that there are adequate opportunities to partake in regular, meaningful, purposeful and person-centred activities that are recorded, evaluated and involve all staff.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard (HSCS) which states, "I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors" (HSCS 1.25).

It is also necessary to comply with Regulation 4 (Welfare of users) of the Social Care and Social Work Improvement Scotland Regulations 2011.

This requirement was made on 25 October 2018.

Action taken on previous requirement

We spoke to the Activities Co-ordinator who had recently taken up post. We thought she demonstrated an enthusiastic approach towards ensuring that activities within the home were regular, meaningful and person-centred. We heard that trips were planned in the forthcoming weeks to the safari park and local garden centre.

There were a range of activities highlighted in the activity programme. We saw both group and individual activities taking place during our visit and individual choices were respected.

The co-ordinator told us that she had started life story workbooks for people so that she can begin to personalise activities. We were also pleased to see that all staff took responsibility for activities and spent time chatting and laughing with people.

Met - within timescales

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

Previous recommendations

There are no outstanding recommendations.

Complaints

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

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
6 Mar 2018	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
28 Feb 2017	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
14 Dec 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
29 Mar 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
26 Jan 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and leadership 3 - Adequate
17 Mar 2015	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good
12 Dec 2014	Unannounced	Care and support 4 - Good Environment 3 - Adequate

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Nov 2013	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Feb 2013	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
27 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
16 Feb 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
11 Jan 2011	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
26 Oct 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	4 - Good
28 Jan 2010	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
8 Jul 2009	Announced	Care and support	4 - Good
		Environment	3 - Adequate

Date	Type	Gradings	
		Staffing Management and leadership	4 - Good 4 - Good
3 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 4 - Good
14 May 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 2 - Weak 4 - Good 4 - Good

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