

Forth Bay Care Home Service

Walker Street
Kincardine
FK10 4NT

Telephone: 01259 730001

Type of inspection:

Unannounced

Completed on:

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Service provided by:

Caring Homes Healthcare Group Limited

Service provider number:

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About the service

Forth Bay is a purpose built care home located in Kincardine by the River Forth. Due to a significant fire in August 2017, Forth Bay currently has 24 rooms within the home in Kincardine. There are a further 13 rooms within the Glenbervie Care Home situated in Glenbervie Business Park in Larbert. There will be a further 34 beds being built to replace those lost in the fire. The organisation's headquarters are based in Colchester.

Currently in Forth Bay there are two separate units and the unit within Glenbervie has another 13 beds. Each of the units has specifically trained staff to meet the needs of the individuals who live there, including:

- frail older people
- older people with dementia
- people with profound and complex learning disabilities
- people with enduring mental health problems.

The philosophy of the service is "to provide each individual in our care with a dedicated, individual care and support plan, tailored to meeting their needs. At Myriad care we believe that our residents can do amazing things".

What people told us

We distributed 35 questionnaires prior to the inspection and received eight 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 12 residents and three relatives/visitors.

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 high regard.

Comments from returned questionnaires, residents and relatives spoken with included:

"Excellent home."

"I'm really happy with everything."

"We are kept up to date with anything that is going on, the staff are very good."

"Some of the staff really go the extra mile."

"Any concerns I would just speak to the manager."

"The care home is always kept immaculately clean."

"It's the kindness the staff show, it comes from the heart."

"The staff are very nice here, well mannered, they look after me well."

"You choose when you go to bed and get up, I'm very happy here, it's a nice place."

"I love the bus trips and getting out and about."

"It's ideal here for my wife, the staff couldn't be nicer. They do things without being asked."

"The medical care here is great, better than anywhere else."

"You get taken out, the trip to Perth races was great."

"If anything is happening I get a phone call to let me know, gives me peace of mind."

During the inspection we used the SOFI 2 which stands for Short Observational Framework for Inspection. This tool helps us to capture the experience of people using the service who may not be able to express their views for themselves. We spoke with the management team about our observations of people's care in one sitting room. We observed staff to support people with dignity, at a relaxed pace and generally to encourage independence.

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?	5 - Very 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?

5 - Very Good

It was clear that the staff at Forth Bay were warm and caring in their interactions with those in their care. People should experience kindness and compassion in how they are supported and we observed this type of interaction throughout the duration of the inspection.

Family members were very positive about the relationships their relatives had developed and residents themselves spoke of the strong connections they felt. Staff were respectful of the knowledge held by relatives and used this to guide the care and support they provided. Relatives therefore felt involved in their family member's life and welcome within the home. People felt confident in the quality of care they were receiving and a sense of security and trust was evident.

The way people spend their day should promote feelings of purposefulness 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 including baking, board games and visiting entertainers. There were regular bus trips out and local walks. 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 they were supported to receive their prescribed medications.

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 dining rooms were 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 enjoyed it. We also heard that there were plenty of choices available.

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 over protected. 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 and group activities. 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.

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

Residents should be confident that their care plans give clear direction on how to deliver their support and that they are reviewed and updated, when there are any changes in their health or circumstances. We sampled plans and found the level of detail to be of a very good standard. Staff also knew the residents' care needs very well.

Residents' care plans and reviews were very focused on the health needs for people and, although some parts were very individual to that person, other parts were generic. We 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 areas for improvement we made at or since the last inspection

Areas for improvement

Previous area 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)

This area for improvement was made on 19 June 2018.

Action taken since then

Examination of medication records indicated an improvement in record keeping, monitoring of these record is carried out routinely by senior staff and the manager.

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?	5 - Very 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	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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Care Inspectorate
Compass House
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Dundee
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