care inspectorate

Jean Mackie Centre
Care Home Service

1 Kilmartin Way
Dunfermline
KY12 0BQ

Telephone: 01383 602357

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Unannounced

Completed on:
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Service provided by:
Fife Council

Service provider number:
SP2004005267

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CS2003016298

HAPPY TO TRANSLATE

About the service

The service was first registered by the Care Inspectorate in April 2011. It is located in Dunfermline, Fife region. It offers short breaks for older people and its maximum occupancy is 11. The service is run by Fife Council.

Jean Mackie Centre is on ground level only and shares the building with a day centre and a coffee shop. People staying for a short break are encouraged to make use of the activities at the day centre during their stay. Each person has their own room with an en-suite bathroom.

The service's aims and objectives are as follows: "Residential/Day Services (Older People) will provide a range of services which supports service users and enables them, where possible, to live in their own homes or within the local community."

What people told us

We distributed 15 questionnaires prior to the inspection and received 9 completed questionnaires from service users and relatives. The service users/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 service users.

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 service users and relatives spoken with included:
"The staff are very good, they look after us."
"We don't do much we just sit and chat."
"I'm very happy with the service. The food is good and the staff are very nice."
"I enjoy coming in for a few days break, I love to have a chat."
"The staff are nice, the resource is nice."
"I'm really happy with the service, they do an excellent job."

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

It was clear that the staff at Jean Mackie 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 which 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 resource. People felt confident in the quality of care they were receiving and a sense of security and trust was evident.

It is important that people get the most out of life and are able to make decisions and choices about how they spend their time. We could see good evidence that there was a programme of activities within the home and observed a number of service users enjoying these during the inspection. We felt that people would benefit from more work to link their wishes, preferences and previous interests to the activities available to them. Also, having access to the internet for some service users would enable them to continue with their online interests and maintain contacts during their stay. The manager was aware of this need and we were confident that steps would be taken to achieve improvement.

Service users 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 service users 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. Service users told us that the food was good and that they enjoyed it. We also heard that there were plenty of choices available.

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

Assessment and care planning should reflect people's needs and wishes and we would expect that people were involved in directing their own care. We could see that care plans at Jean Mackie were comprehensive and contained a good level of detail. Some efforts had been made to use a strengths based approach and we could appreciate the way in which this would positively direct care.

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 service users' care needs were carried out regularly and then used to inform the care plan.

The service carried out regular reviews with service users 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.

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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