

# Fernlea House Care Home Service

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Cardenden  
Lochgelly  
KY5 0JF

Telephone: 01592 721649

Type of inspection: Unannounced  
Inspection completed on: 3 May 2017

**Service provided by:**  
Kingdom Homes Ltd

**Service provider number:**  
SP2003001615

**Care service number:**  
CS2003007045

## About the service

Fernlea House is an established residential home that has been extended, with the existing parts of the premises being subject to considerable upgrading. It is set within its own landscaped gardens and grounds, which are easily accessed and have seated areas for residents' and visitors' use. There is an adequate parking area and on the ground floor all accommodation and resources are on the one level; a shaft lift serves the upper floor, to which residents and visitors have access and all stairways and corridors have handrails. Many of the original features of the house are retained and overall the standard of decor, furnishings, fabric and fittings, is consistently high. The owner is committed to a rolling programme of refurbishment and redecoration, which includes appropriate upgrading.

The premises are currently registered to accommodate 38 older people. All residents' rooms have en-suite facilities. There are communal lounges and a dining room, all of which have been upgraded and redecorated. Catering and laundry services are situated on the ground floor.

The aims and objectives encompass appropriate principles of care and indicate a positive attitude and approach towards the needs and wishes of each resident, adding that Fernlea House "aims to provide high standard accommodation and care."

## What people told us

We spoke with seven residents throughout our inspection. We received back five Care Standard Questionnaires (CSQs) out of 10 we asked the home to randomly distribute to residents and relatives. Comments made in person to us and in the CSQs were used to inform our report and included:

"The care my sister gets is great. Girls are so kind. The home needs a wee bit spruced up in parts."

"The Fernlea care home is a home from home according to my relative. The family are well informed about how she is. The family are warmly welcomed. We are confident that she is well cared for - it amazes us at how well they have taken to communicating with her. They are always aware of her mood, her health and how she is feeling. The family are happy with how well the place is run. Everyone seems knowledgeable and approachable."

"The only question I disagree with is about a hearing aid. Client is totally deaf and nobody checks if it is being used or not. I try to put it in the ear and when I return it is in the drawer. Not just once but every day. Client says they take it out but I would like the carer to take more effort in the chore of making sure it is put back when required. Client cannot communicate and can only guess at what is being said."

"It very often takes several times of asking for something to be done for my mother before it actually happens. This makes me wonder if there is an effective handover of shift procedure, or if in fact there is any form of logging requests taking place. I have asked on numerous occasions for things to be done in my mother's room to no avail. There are occasions when the hygiene in the home could be improved upon i.e hand washing for my mother and the care assistants after the use of the toilet facilities. The home has been closed on several occasions due to bugs but we have not been informed of this and have turned up to visit."

"I quite like it, when I first came in I was quite apprehensive but everyone is very nice. Not enough to do, need more to keep people's minds occupied. The staff are good. I feel a bit hopeless at times and they don't want you to feel like that. They make me feel competent which makes all the difference."

"I like it here, the manager is good, she always helps. I have a shower every morning, I would like to try that big bath out though. I think there is enough to do. I can sit in one of the lounges for the chat or I can be up here by myself with my TV. Quite happy with that."

"I'm not like ninety percent of them in here, I can take a lot of my own company. Its good here because we all have our own space. The girls are all nice to me I have no complaints about any of them. If I had any problems, I would tell them straight, believe you me."

"This is a great home, very friendly, I've nothing but praise for it. I like the atmosphere, I've worked in an old folks home and my mum was in one, and this is the best. Its friendlier, family kind of feel, relaxed. The residents are well care for. Its not regimented, they do their jobs well, but they are not officious about it."

"if anything happened we were not happy with, we would say. We feel able to say what we want, the staff are approachable. I'm extremely happy with the care she gets, whatever time of day we come in, they know where she is and how she is - we don't have to go chasing them. We know how she is, for example if she isn't having a shower they will say, tell us what they are trying and ask for suggestions to see if we can suggest anything from our experience to help her have the confidence to go back in. Placing her here is the best thing I've ever done for her. She was at a tea dance, away on the bus. We are very happy about that, it was something she loved."

## Self assessment

Services have not been requested to submit a self assessment for this inspection year.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

The service has a warm, friendly atmosphere, this was commented on by everybody we spoke to and one of the service's strengths.

The service has a development plan, and we could see action being taken to continuously develop and improve the service. We saw the service was in the process of implementing new care plans, which are more detailed and person centred than those used previously. We saw one fully completed and were happy with the quality of the recording. There is an "all about me" aspect to the care plan which would also lend itself well to being used as a hospital passport should a resident require to be admitted to hospital. This is a work in progress and will be checked at the next inspection, when it should be fully operational.

The service is installing medication pods in residents' bedrooms in a bid to make administering medication a much quicker process and to move away from the 'medication round' process.

Staff presented as a very motivated and committed group of staff. Regular team meetings brought the team together, we saw from the minutes that feedback was provided about any audit outcomes or survey feedback.

Staff told us that they felt their opinions mattered and they were encouraged to express their views which would be considered in the overall development of the service.

A range of training was provided and regularly refreshed. One staff member had recently completed a train the trainers course and was developing further training resources to update and refresh staff knowledge and if appropriate build skills and knowledge further. Staff had regular supervision and annual appraisals. Staff were confident that their development needs were being met and that the manager was supportive of training events and opportunities that could help to improve staff skills and impact positively on outcomes for people who use the service.

The service has a very high percentage of staff who have an SVQ qualification. The staff group is very stable with few changes since the last inspection. This promotes staff getting to know residents very well over a period of time and consistency of service provision, which in turn promotes very good outcomes for residents.

## What the service could do better

The service intends to identify a staff member to become the dementia champion for the home. We recommended the service utilise Promoting Excellence training as part of this process.

Within care plans we found that daily notes were not as informative as they could be, for example we saw "fine, no concerns" or "fine, no changes" too many times. This tells us nothing. Daily notes are a very good way for the service to record good care/practice/values and how residents' independence and choice is promoted.

In one care plan we saw the statement "audiology to be contacted to see about a hearing aid, awaiting an appointment being sent out." This statement was not dated, there is no information as to when the referral was made or what the outcome for the resident was.

In all care plans there is a lack of detail e.g "I require one carer to assist me in the morning or at night for a shower as I can't do this on my own." - what does this mean in terms of tasks to be performed? Or how the resident's independence is promoted in the process? This kind of recording is not acceptable and must improve. This was discussed with the manager at feedback and will be checked at the next inspection when the new documentation is in place.

While walking around the home we saw one resident's monitoring chart and oral care chart lying on a dresser in the hall instead of in his room as it should have been. Likewise we saw an incontinence pad (unused) lying in an upstairs bathroom. This does not promote the privacy or dignity of residents.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Inspection and grading history

Date	Type	Gradings
13 May 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
12 May 2015	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good
19 May 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
18 Jun 2013	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
11 Sep 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 5 - Very good Management and leadership 4 - Good
16 Feb 2012	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
4 May 2011	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good
29 Jan 2011	Re-grade	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed Not assessed 2 - Weak
3 Nov 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
19 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
4 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed 4 - Good
9 Oct 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
6 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed Not assessed Not assessed
28 May 2008	Announced	Care and support Environment Staffing Management and leadership	2 - Weak 5 - Very good 4 - Good 4 - Good

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