

Kincaid House Care Home Service

Oakfield Terrace
Greenock
PA15 2AH

Telephone: 01475 553920

Type of inspection:

Unannounced

Completed on:

16 September 2019

Service provided by:

Daviot Care Limited

Service provider number:

SP2010010915

Service no:

CS2010249604

About the service

Kincaid House is a care home registered for 90 older people. The service is located in a residential area of Greenock near local amenities including shops and transport links. This service registered with the Care Inspectorate on 1 April 2011.

The care home is a purpose built property with accommodation over three floors divided into three units (suites) - Arran, Bute and Waverly. All 90 bedrooms have en-suite facilities that include their own wet floor shower. There are lounge and dining facilities, small kitchen areas and adapted bathrooms on each level. Additional quiet lounges and feature rooms, such as the cinema room, are available. The garden area is well landscaped and is pleasant and safe for residents to enjoy. There were 87 residents living in Kincaid House when we visited.

The provider's mission statement is:

'Meallmore Services will consistently be a great place to live and a great place to work. As a team we will provide all people using our services with excellent personalised care and support, delivered by a trained and professional caring team in a quality and safe environment. We will be recognised as the most trusted care provider'.

What people told us

We spoke with residents throughout our visit and we also received their views through completed questionnaires. Comments were as follows:-

"I am happy here. I worry about the barriers though (bedrails)but I know what they are for."

"I am quite happy here but miss being able to go to work. I used to work in a bakery. I don't like to do much in the way of activities."

" I am fine. I like my room and the food is good. I like the company."

"The lunch was lovely. The girls are awful good."

"I am fine. My family visit often so I love that. I do get bored as I feel I sit here for a long time. The staff are good, don't get me wrong but they seem so busy."

"I am happy to be here. Thinks everything is fine. No concerns at all. The girls are good, I like their chat. The company here is good."

"William - I am fine but I need my glasses (asked staff to find them for him). I get stiff when I sit for a while. The food is good- no complaints."

"The staff are good but I would really like to get out more."

"I like it here', 'staff are friendly and I am quite content."

"I am quite happy here. I like it. They are nice."

"I like it here, I love it. I've never been to a place like this before but I like it here".

"I'm not sure. Sometimes I like it, sometimes I don't."

"I quite like it here. I'm very happy with the location and the building. Staff are quite pleasant I think. Sometimes I'm not sure if they all like being here, especially the men."

"Aye, it's fine. I like it. I'm fine here".

Comments from questionnaires:- (residents)

"I have no complaints."

"Kincaid is a friendly place to stay."

"I'm very happy with everything."

"Staff are quick at responding to my needs."

"The care is very good."

"I am happy with all the care given always somebody to talk to and have a laugh with."

"Sometimes I'm left too long in the dining room before being moved to a comfy chair."

"A very pleasant place to stay."

"I really like it here it feels like home from home."

"The home is friendly and caring as a home can be the food could be more plain. Family members and friends have commented on how friendly the staff are at Kincaid."

We were able to speak with relatives in a group and on an individual basis. we also received their views through completed questionnaires. Their comments were as follows:-

Group discussion

Positive comments about the new management arrangements. Feel staff are caring, excellent, kind, very positive but feel they are often hard to find. Some examples given of residents having to help other residents due to the lack of staff in the lounges. Almost all relatives agreed that staff were often hard to find.

The food is very good - no concerns expressed. The hairdresser came in for praise from families. Families feel that they have raised things in the past but not much has been done - they all agreed that they would raise issues now. A couple of examples were given and we discussed the best way for relatives to move forward with these.

Concerned regarding lack of activities for their loved ones. Feel there is not enough to do - however agree that the larger events (garden, musical events, children are all positive). Feel that those living with dementia cannot speak for themselves do not get as much staff time as they would wish. Often feel they are left for a long time without any interaction.

One family member had a concern about continence products and running out of them. We discussed this briefly and she agreed that she would discuss her concerns with staff.

Positive meeting with families on the whole. They are happy with the care and support their loved ones are receiving. They will bring up concerns now if they have any.

Discussions

" It's going well. Their interactions are good and I think that people are well cared for. There's always something going on. I feel very welcome as a visiting friend as well. They sometimes could do with a bit more staff. The girls are sometimes quite harassed".

"The care has got good and bad days. My relative should move more often. She is sitting for far to long spells. It's about keeping her active and moving. The reason is that there is not enough staff. It's not about how they interact, that's good, but there need to be more of them. Otherwise my mum might sit all day. Medical care is good. They always call the GP straight away."

Questionnaire feedback

"I visit everyday and I also meet the staff on each visit. If I have any issues it is dealt with without any fuss or bother all the stuff from the nurse in charge, the carers and the cleaning ladies. They are most polite and will go the extra mile to make sure my loved one is ok and contented."

"I find all the staff very helpful and friendly. They will make sure that if I'm not there they attend to my loved one and they let me know what she ate for dinner etc. Great staff."

"We have been delighted with the quality of care received. All staff do what is expected and more. All give personal care and attention and keep relatives well informed."

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?	4 - 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 saw that staff cared for residents in a kind and caring manner. Staff knew the residents and their needs and preferences well. Residents appreciated when staff spent time with them as the humour and chat lifted their mood. Residents commented that "the girls are kind" and "they take good care of me." Teamwork was evident as we saw the housekeeping and administrative staff spending meaningful time with residents. This was enjoyed by residents.

Staff were compassionate and respectful in their approach however this was frequently during the "task of care." They missed opportunities to spend meaningful time with residents as they were often focussed on other tasks. This meant that whilst the interaction was positive when it happened, it was often brief and time limited as they were busy. A couple of residents were able to tell us they were "bored" and "it can be along day." Staff needed to appreciate how important it was for residents' well-being to have genuine time and attention spent with them.

Opportunities to participate in meaningful activities were important for the health and well-being of residents. In discussion with activity staff we could see that there were good opportunities for some residents to enjoy a varied and interesting programme of activities. They had enjoyed pet therapy, international carrot day, tea dances, garden activities, oomph exercises and world chocolate day. There were photographs showing the pleasure residents had received from these events.

The activity staff members were experienced and enthusiastic. They agreed that residents cared for in their rooms or living with dementia did not fully benefit from the same range of activity as more able residents. We often found the communal lounges to be quiet and lacking in stimulation for residents. A relative told us 'there is not enough for my mum to do.' All staff should work collaboratively to ensure that each resident has access to meaningful opportunities, suitable for their preferences and abilities. This will be an area for improvement.

We observed meal-times for residents at different times of the day. Residents really enjoyed their meals. There was a varied choice of food on the menu and the chef would take time with specific residents who had food preferences or special requests. This was appreciated by residents and their families who told us "the food is lovely." Staff supported residents to eat well and some visual choice and gentle prompting took place. Some of the tables were nicely set to encourage residents to see that it was meal-time. Staff could have offered a more respectful and pleasant experience if they had talked quieter in the dining rooms, offered choice to each resident and ensured that every resident sat at a table that was nicely set.

The home was warm, clean and comfortable. The management team should monitor the noise of the ' buzzer' call system to ensure it is not intrusive and disturbing residents.

Staff who supported the health needs of residents were knowledgeable and well trained. They were responsive when a resident was not feeling well and this gave residents reassurance. A visiting health professional was positive about the health practice within Kincaid. She told us "staff are ready for my visits and will take my advice and guidance. I have no concerns about the professional judgement of staff. They support residents with wounds and nutritional concerns well." We sampled care plans and other records relating to the health and well being of residents including wound management and nutrition. These records were assessed regularly and gave an up to date overview of health needs of residents.

Medication management and recording was variable across the home. Administration of medication followed good practice and the stock of medication was well controlled. To ensure the health needs of residents were fully supported, pain management and medication should be assessed and monitored. PRN (as required) medication and records should be accountable.

The management team took immediate action when these concerns were raised with them .

Areas for improvement

1. The activity programme provided should be appropriate for each resident despite their health and well-being needs. The programme should promote the choices and aspirations of each resident. Resident involvement in activities should be recorded in an outcome focussed way so that it is evident if the activity was a success for the resident.

This is to ensure care and support is consistent with the Health and Social Care Standards 1.25 which state that:

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.

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?

4 - Good

We sampled care plans and found each resident had a plan in place which outlined their health and care needs. There was good input from other health professionals to ensure external overview for residents and support for staff. Staff recorded interaction with residents on a daily basis in the care plan and evaluated their needs monthly. Regular reviews would take place to discuss any concerns about the care provided but also to discuss and agree positive outcomes for the next six months.

The management team described the care plans "as a work in progress." To support a more person-centred approach, staff should not only record the health needs of each resident but also record their aspirations and wishes for the future. We did not get a sense of the 'person' and what they used to enjoy or would enjoy now from the care plans we looked at.

We could see that staff knew residents well but this not reflected in the care plans as they tended to be clinical in tone and health focussed. Staff needed to record not only what care they had offered each resident, but also how the resident had enjoyed their day. Positive outcomes should be a day to day priority for each resident and recorded by staff. Often the care plan focussed on what the resident could not do rather than what they still could achieve.

The care plans for residents living with stress and distress were variable. Some plans gave a good reflection of how to support a resident and assist them with their distress. Other plans described residents as "aggressive" and "agitated" and did not guide staff to support that person in a compassionate, person centred way.

Improved person-centred record keeping would support positive outcomes for residents. This would be reflected in the monthly care plan evaluations and the formal reviews. The needs and aspirations of each resident would be easier to identify and support. This will be an area for improvement 1.

Areas for improvement

1. Care plans, daily notes and review minutes should be outcome focussed and written in a person-centred manner. They should take account of all the needs of residents, not just health concerns. Care plans for residents living with dementia or stress and distress should be comprehensive and guide staff on how best to support each resident.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that:

My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes 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	4 - 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?	4 - Good
5.1 Assessment and care planning reflects people's planning needs and wishes	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.