

## Peacehaven Care Home Service

25 Links Road  
Lundin Links  
Leven  
KY8 6AT

Telephone: 01333 320227

**Type of inspection:**

Unannounced

**Completed on:**

8 November 2019

**Service provided by:**

Rosturk House Limited

**Service provider number:**

SP2008009653

**Service no:**

CS2008171446

## About the service

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

During this inspection we used the 'Health and Social Care Standards' to help evaluate the quality of service provided and people's experiences. The standards can be accessed at [www.gov.scot](http://www.gov.scot).

Peacehaven Care Home is situated in a quiet residential area of Lundin Links in the East Neuk of Fife. Peacehaven is owned by Rosturk House Ltd.

The building was extended in January 2013 and is registered to provide 24 hour residential care for a maximum of 40 older people. The manager and depute were available to support the business of the inspection.

Peacehaven's philosophy is to provide good quality care and life experience through promoting choice, dignity, respect, individuality, fulfilment and citizen's rights. The care service works to a 'Charter of Rights for Elderly People'. Information about the provider can be found at [www.rosturk.co.uk](http://www.rosturk.co.uk)

There were 38 people residing in the home at the time of inspection. The people who live in Peacehaven prefer to be known as residents, therefore, this term has been used throughout this report.

## What people told us

This inspection benefited from support from our inspection volunteer scheme.\* Resident's views were gathered throughout our inspection visits and we were able to speak to twelve people using the service and three visiting relatives.

Before this visit, we received six completed questionnaires from residents and relatives. No concerns were raised and written comments included:

"Very caring and friendly (staff) They know (my relative) well"

"I would like to see some staff time moved away from form-filling to more one-to-one time with the residents"

"My (relative) is very well cared for and supported. But more stimulus would help every dementia patient: more music, or even in partnership with a local (nursery), infant school or primary school"

"The staff teamwork is excellent, particularly in the support they provide for each other and in their general cheerfulness and their appearance and good morale"

"My (relative) feels very comfortable and "at home" at the Peacehaven. The balance between time spent in (their) room and time spent in the lounge works well for (them) (They) enjoys the buzz and activity going on around (them)"

"Service quality and effectiveness comes from good management. The Peacehaven is very well managed. My few concerns have invariably been listened to, and management is always accessible"

We carried out SOFI 2\*\* observations of five people and over a lunchtime. It was a pleasure to witness the quality of staff interactions with residents. At all times staff were discreet in providing assistance and/or supervision. The value in mealtimes providing an opportunity for people to socialise was used to it's full advantage with humour and inclusion evident in abundance. Staff skilfully supported resident's independence and decision making. It was reassuring to see no assumptions were made. As a result we could see people enjoying their meals and drinks in a relaxed and pleasant atmosphere despite how busy a time mealtimes naturally are.

\*An inspection volunteer is a member of the public who volunteers to work alongside care inspectorate inspectors during the inspection process. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who uses or has used services. The inspection volunteer's role is to speak with people using the service (and potentially their family carers, friends or representatives) being inspected and gather their views. In addition, where the inspection volunteer makes their own observations from their perspective as a recipient or a carer, these may also be recorded.

\*\*SOFI 2 is a Short Observational Framework for Inspection. We use SOFI 2 as a tool to assist us in directly observing the experience and outcomes for people who are unable to tell us their views.

## 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**

People using registered care services can expect to experience high quality care and support where they and/or their representatives are fully involved in decisions made about their care and support.

We have evaluated the quality of care and support delivered in Peacehaven as very good but were particularly impressed by the way staff and management performed their work resulting in residents' dignity and identity being upheld. The degree of compassion demonstrated by staff and management was excellent. As a result, residents and visitors had a very good experience of the service provided in Peacehaven. Specific examples included the way staff included people living with cognitive impairment within communal areas, ensuring they were included and protected from other resident's opinions and behaviour.

Our observations were of a warm nurturing relationship between staff and residents and their families. Feedback from staff in relation to management, reflected what we were told by residents and in terms of feeling listened to and valued. We were reassured by the way residents were supported to make decisions and how well staff knew the people in their care. As a result Peacehaven was providing care and support to people living with dementia and frailty presenting a greater degree of dependency than may have been expected within a care home which does not provide nursing care from its own nurses. People benefited from strong links with the community and very effective links with community health care professionals. An example of where this resulted in very good care and support was in the way end of life care was delivered.

Our discussions with residents verified they felt safe within the home and at ease with the way care and support was given. Staff were held in high regard. There was very good provision for meals and drinks and which residents enjoyed. We were further reassured by the provision of planned activities, support given to 1:1 time and which involved all staff. As a result we observed resident's fully occupied and engaged in life within the home and the local community.

Our discussions with staff confirmed they had a clear understanding of their responsibilities to protect residents and to uphold their rights. We confirmed very good medication management and administration. As a result we could be confident in residents receiving the right medication, at the right time.

The service maintained very good records reflecting proper maintenance and staff recruitment. As a result we could be confident in the service complying with the responsibilities of a registered service and in terms of managing risks.

The value staff placed on training and the impact recent experiential learning about living in care and with dementia, was refreshing and had had an immediate impact on their performance and consideration of how residents might feel or behave. As a result we could be confident in current standards and climate of care being sustained while new guidance and/or challenges have to be considered.

We were reassured by the way information was gathered before residents moved in and where a support plan was quickly in place to guide and support staff practice. As a result we could be confident in residents receiving the right care and support for them.

In summary we could be confident residents were receiving the right care and support from staff who were well trained and supported by committed and responsive management. Where a residents needs could not be met, we could be confident a planned and coordinated approach was used to source suitable alternative care and support. We were further reassured by the planned and coordinated approach support to palliative and end of life care.

**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**

People using registered care services and or their family/representatives can expect to be fully involved in assessing their needs. This should be supported by the right staff and be carried out on a regular basis. Following our observations, discussions and sampling care records we evaluated Peacehaven as having a very good performance and in recognition of the comprehensive assessments made when a person is being admitted and which then go on to inform staff practice. We were reassured by the way information was gathered before residents moved in and where a support plan was quickly in place to guide and support staff practice. We would encourage the provider to continue to monitor all record keeping to ensure current standards in completion are maintained. A focus for improvement could be in the way care is evaluated when reviewed and how day to day changes are transferred into a plan of care. This was discussed at feedback and in light of the possible future introduction of electronic care records.

We were encouraged that staff fully understood the legal implications of maintaining proper records and could demonstrate the role that good record keeping played in supporting communication. We were further reassured that staff understood how the care and support was aimed at maintaining a person's unique identity and independence despite their level of need. The management supported staff to maintain very good records and develop the skills needed to ensure records were accurate, current and meaningful through supervision and audits.

The involvement of community healthcare professionals was clearly seen within records as were residents' wishes. A good record of legal arrangements was maintained and relatives confirmed their satisfaction in the way staff and management involved them in decisions.

The culture of care in Peacehaven was supportive and inclusive and as a result, effective communication and responsive care was evident. We were further reassured by the way feedback from visiting professionals was acted on.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	6 - Excellent
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

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.