

## Abbotsford Care, Cowdenbeath Care Home Service

Chambers Court  
Cowdenbeath  
KY4 9QP

Telephone: 01383 610606

**Type of inspection:**

Unannounced

**Completed on:**

23 October 2019

**Service provided by:**

Abbotsford Care (Glenrothes) Limited

**Service provider number:**

SP2010010867

**Service no:**

CS2010248946

## About the service

Abbotsford Care Cowdenbeath is registered to provide care for up to 48 people including older people and people with learning disabilities. The home consists of three separate buildings:

- Chambers Court which provides care for up to 32 older people including people living with dementia and has three units, Cumbræ, Iona and Tiree. As well as providing long term care, Chambers Court also supports people in short term placements who had moved from hospital for assessment within a care home.
- Bute House which provides nursing care for up to 10 people with learning disabilities.
- Argyle House which provides residential care for up to 6 people with learning disabilities.

During the inspection 47 people were resident in the home.

## What people told us

Residents and relatives had the opportunity to comment on their experience of the home when we spoke with them during the inspection and through Care Standard Questionnaire.

Comments included:

"Not as good as being at home, but it is alright."

"It's alright here."

"Nice staff here, they give you what you want."

"I would like to get out more and have a fish supper every Friday."

"More activities to help pass the time. I have been quite happy with any care I have received."

"I go out and about with my visitors but not so often now. There are activities in the home, today is baking in the morning and karaoke in the afternoon. I like doing craft and have my own sewing machine."

"We have meetings about our suggestions and what we would like to do."

"I did suggest a mini bus at the meeting, there used to be one. The company said it was too expensive."

"Sometimes I feel lonely, wish there were more people to make the place cheerier."

"I don't feel like I am involved (in decisions about my care and support)."

"I would like more interesting things to do."

"Staff are all friendly."

"All staff are very helpful and are there if I needed any help."

"My support plan is very clear about how to support me. I have monthly meetings and can talk to staff whenever I want. They ask me my views at the meetings."

"Some of us went to Blackpool this year, we went in a big bus."

"I like to go shopping with staff, help to buy food for the unit."

"Staff encourage me to do stuff as much as I can on my own, things like cleaning my room, brushing and drying my hair."

"I have one to one support three times a week to do activities I like. The other days I like to chill out in my room, staff are there if I need help."

"I help setting the table at mealtimes and I help with planning menus. Sometimes I help with the daily shopping."

"My room is nicely decorated with my own personal stuff."

"Our relative is very happy in Abbotsford. Staff and management are very approachable and helpful."

"My relative is being well cared for and things have been put in place for their care. Staff are always polite and attentive during my visits."

"Wouldn't change anything except the need for more staff to keep up the kind and fair treatment the residents receive."

"Staff do an amazing job for the well-being of the residents. My relative passed away recently - the care they received was fantastic and staff sat with my relative at the end. We still visit the home to visit other residents as we got to know them well."

"There could be more activities, but I understand there is not always enough staff."

"There just isn't enough staff to give the residents the care that they deserve."

"We could not ask for a more caring staff team."

"The setting is perfect, near to shops, park and our relative gets taken to the football."

"As a family we get plenty of support, they (staff) are always happy to talk which is the main thing."

"I do wonder if there could be more daily activities"

"There always seems to be plenty of staff when I visit. Staff are very friendly and welcoming and always seen to treat residents in a similar way - they are aware of the needs of the residents."

"The manager is very welcoming and available to chat - she will readily discuss any concerns I raise."

"There are frequent opportunities to discuss my friend's needs with staff and management and I feel included, as far as I am able in her care."

Staff working in the home also had the opportunity to comment of their experience of working in the home during the inspection and completing care standard questionnaires prior to the inspection Comments from staff included:

"I am undertaking medication training - taking on a new job role and responsibilities."

"I feel the company and staff provide a high standard of care and the general feeling of well-being and contentment in Bute House is commented on by outside bodies."

"the manager is very supportive, can go to her with anything."

"I get a lot of training which is specific to my role within Abbotsford"

An inspection volunteer supported this inspection. An inspection volunteer is a member of the public who volunteers to work alongside the Care Inspectorate inspector during the inspection process. They have a unique experience of either being a service user themselves or being a carer for someone who uses or has used services. Their role is to speak with people using the service, their family, carers, friends or representatives and gather their views. In addition, the inspection volunteer make their own observations from their perspective as a recipient of care and these may be recorded.

## 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**

Based on our observations, review of records and discussion with people, we found the service to be performing at a good level in relation to the wellbeing of people using the service.

We observed very good relationships between staff, people living within the home and their visitors. People using the service spoke highly of the staff working in the home and that they were always there if you needed help.

Staff worked well together, creating a relaxed and homely environment for people to live in. Overall we found that there was sufficient staff with the necessary skills in each unit. This meant that people were given prompt attention in their bedrooms and communal areas when this was needed to provide support, a chat or a cup of tea. Because of this, people living in the home looked comfortable and well looked after.

It is important that people using the service were able to participate and enjoy activities and opportunities to get the most out of life. In Chambers Court, as well as supporting people with daily living tasks, staff carried out group activities in the communal lounge areas. The setting of the home was safe and clutter free which encouraged people to move around and we saw some residents independently go from one unit to another to participate in activities. During the inspection, we observed residents enjoying a baking session and a karaoke afternoon. Residents were also encouraged to keep up their own interests and we spoke with one resident who enjoyed craft work and had been provided with space in the dining area to do this. Some community based activities had not happened regularly in recent months due to staff changes. We were pleased to hear that a new activity coordinator had been appointed and we will review progress with community opportunities at future inspections.

Most people living in Argyle and Bute units benefited from having additional support to participate in their chosen community based activities. One resident we spoke with wanted to go out regularly to use community resources but did not have this level of support. We spoke with the service about increasing opportunities for all residents to participate in a range of activities as well as developing their independence skills.

We observed the meal time experience in two units and overall this was a good experience for people. In one unit, previous opportunities to be involved in preparation of meals appeared to be more limited. We spoke with the management team about allowing residents to be involved in all aspects of meal preparation in order to improve and maintain independence skills along with encouraging healthy eating. (See area for improvement 1).

People should expect that their health benefits from the care and support they receive. We reviewed medication records throughout the home and there was good evidence that any treatment provided was safe and effective. Improvement regarding the administration of "as required" medication had been made since the last inspection. Wound care documentation reviewed in one unit could be improved and we discussed how this could be achieved with the management team during the inspection.

## Areas for improvement

1.  
It is recommended that the service improve access to healthy meals and snacks by allowing people to choose to make their own meals, snacks and drinks.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "if appropriate, I can choose to make my own meals, snacks and drinks with support if I need it, and can choose to grow, cook and eat my own food where possible." (HSCS 1.38)

## 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**

From speaking with people and examining records, we found the service to be performing at a good level in relation to care and support planning.

People who use services should expect to have a personal plan which they are fully involved in developing, is right for them and sets out how their needs will be met as well as their wishes and choices. Overall the care plans sampled provided a good guide for staff to support people and to meet their needs.

We identified a number of strengths regarding the care plans and these included:

- care plans were up to date and updated following reviews of care, falls, accidents and other significant events.
- good use of assessment tools to identify needs such as nutritional needs and skin care.
- up to date, person centred, hospital passports for planned or unexpected hospital admissions.
- person centred approach to risk assessment and risk management planning to manage risks such as falls, risk of choking.
- good use of protocols to help guide staff when people displayed stressed reactions.
- good evidence of involvement of other professionals in delivering care such as management of seizures, links with the local community learning disability team.

We identified areas for improvement in planning care such as ensuring that all documents were signed and care plans updated following review of care. As people living in the home had a wide range of needs and different age groups and some people were placed in the home on a short term basis, we asked the service to consider the most appropriate assessment tools and personal planning approach for individuals.

The service had developed regular six month reviews for all residents. One resident had not been involved in their review and we discussed the importance of fully involving residents in their review. (See area for improvement 1).

A new format for care planning would be implemented in the home in the near future and we will review progress with this development at future inspections.

## Areas for improvement

1. To improve personal planning, the service should fully involve the individual and where appropriate their representative or families in the assessment of need, development and review of their personal plan and make personal plans accessible and available to the individual at all times.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "I am fully involved in developing and reviewing my personal plan which is always available to me." (HSCS 2.17)

## 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?	4 - 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	4 - 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

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