

Kippen House Care Home Care Home Service

Muckhart Road
Dunning
Perth
PH2 0RA

Telephone: 01764 684 571

Type of inspection:
Unannounced

Completed on:
28 June 2022

Service provided by:
St Philips Care Limited

Service provider number:
SP2003003516

Service no:
CS2005113920

About the service

Kippen House Care Home is registered to provide a 24 hour care service to adults with mental health difficulties. It is owned and managed by St Phillips Care Limited.

Kippen House is a large detached property set in a rural area outside the village of Dunning and can accommodate up to 19 adults.

About the inspection

This was an unannounced full inspection which took place on 22, 24 and 27 June 2022. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with four people using the service and received feedback from two of their family/representatives
- spoke with four staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- Staff interactions with people were relaxed and caring.
- Personal plans gave a clear view of the person and their needs.
- People had been supported to maintain good contact with family and friends during the pandemic.
- Infection prevention and control activities were well managed.
- The manager was proactive in her approach to quality assurance and improvement.
- The service actively sought feedback from people about the service they received.

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?	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

We evaluated how well the service supported the wellbeing of people experiencing care and support and concluded that the performance of the service in this area was very good. We concluded that the service demonstrated major strengths, which supported positive outcomes for people.

People were supported by a staff group who knew them well and treated them with kindness and respect. People enjoyed friendly, good natured and humorous interactions with staff. This put people at ease and enhanced the homely atmosphere.

Staff demonstrated the principles of the Health and Social Care Standards in their day-to-day practice, which promoted a culture of respect. It is important that people are empowered and enabled to be as independent as possible. We observed lots of friendly interactions between staff and people living in the home and people were seen to be encouraged and supported by staff to arrange their daily routines. People told us they felt very well supported to live their lives and be as independent as possible.

We looked at a sample of people's personal support plan folders. We found that support plans contained clear and comprehensive information about each person's health and medical needs. We found that support plans were person-centred and reflected people's abilities, wishes, desired outcomes and how they would like to receive their care and support. The service uses a computerised medication administration record (MAR) system. This system provides in-built safeguards and alerts the service when medication should be re-ordered by the service. The manager has regularly checked the medication practice of staff and recorded the findings. We looked at a sample of people's MARs and established that staff had given the correct medication to people at the stated times. We concluded that people could be confident that the staff who supported them to take their medication safely had the correct knowledge and training.

People benefitted from a lovely garden which they had access to for walks and fresh air. A regular programme of activities and events were provided within the home. A range of social activities from physical exercises to visits to local shops or games were available. There were a number of events planned for people to take part in; a recent trip to Dundee was very much enjoyed by all, afternoon rounds on the golf course and an overnight spa stay are being arranged. The service plans to clear the tennis/basketball court area as this is used regularly by all during the summer months; this will further enhance the outdoor space available for people to use.

People were able to stay connected to family and other people who were important to them. This was supported well and helped people keep up the relationships that mattered the most to them. Visiting was encouraged and a flexible approach was taken to suit people. Technology was used when appropriate to aid communication and keeping in contact. Feedback from all spoken with was how great it was to have the front door open again and come and go as they pleased.

The home is a large building with many rooms and communal areas. We found that the home was clean and tidy throughout. Cleaning schedules and audits had been enhanced in order to increase infection prevention and control and staff were able to tell us of the adjustments they had made to their practice. Laundry management and systems to collect and distribute laundry were in line with current guidance. Laundry staff were knowledgeable about the ways in which laundry could be managed to reduce risk.

We observed that staff followed the correct infection prevention and control (IPC) practices by using masks and hand sanitisers correctly. This reduced the risk of infection spread. We found that there were plentiful supplies of cleaning materials and personal protective equipment (PPE). PPE stations were located at regular intervals in the care home, along with clear instructions showing the correct use and safe disposal of PPE. The outside waste bin area was clean and tidy. The external clinical waste bin was not securely locked, this presented a risk to the public. The manager agreed to ensure this would be locked at all times and staff would be reminded to ensure it is always locked. The service had a comprehensive prevention and protection plan and the manager used an IPC audit tool. Everyone we spoke with said that the care home was kept very clean.

How good is our leadership?

5 - Very Good

We evaluated how well the service supported the wellbeing of people experiencing care and support and concluded that the performance of the service in this area was very good. We concluded that the service demonstrated major strengths, which supported positive outcomes for people.

The management at this service had a very active overview of the care and support provided. The manager was able to regularly observe day to day support provision and staff practice. People can have confidence that the management and staff know their care and support needs and wishes. Comments received regarding management included: "they are excellent, they are approachable and willing to listen and be supportive".

The manager promoted a respectful culture, where people's rights were recognised and supported. Aspects of this such as people's choices, sustaining or improving their abilities, and promoting their confidence and wellbeing were apparent in the home.

Quality assurance was an ongoing activity within the service. There was a range of quality assurances, checks and monitoring. Within people's care and support files there were various checks and monitoring systems completed so that people's health and wellbeing stayed as well as they could be. These systems helped staff be quickly aware of any changes or concerns for a person's health. This helped people get responsive and caring support for their health and wellbeing.

The care home was clean, homely, bright and attractive for people. There was a very good programme of cleaning and maintenance for the home. There were a number of audits in place to check the home was being looked after to a level people should expect and that will keep them safe. These included kitchen checks, environment checks and checking the cleanliness and tidiness of people's bedrooms. People can be reassured that their home was well looked after.

Staff were well supported and led. There was a very good level of information and guidance for them when supporting a person. This helped them provide high quality care and support to people. Communication between management and staff worked well. Training was also carefully thought about and people were supported by staff who were skilled and knowledgeable.

We saw very good examples of where the service kept people involved through satisfaction surveys as well as face to face meetings. People told us that they valued being listened to and the impact of this was positive.

This service was well led. People were supported in a person-centred way that recognised and respected their rights, wishes and needs.

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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