

Craigie Care Home Care Home Service

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Kilmarnock
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Type of inspection:
Unannounced

Completed on:
21 September 2022

Service provided by:
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Partnership

Service provider number:
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CS2003010259

About the service

Craigie Care Home is a care home (with nursing) registered for 21 older people including a maximum of three respite placements at any one time.

The service is provided from a converted property with accommodation over two floors. Eight of the 21 single bedrooms have en-suite facilities that include their own shower, with a further five having their own sink and toilet.

The service is located in a residential area of Kilmarnock near local amenities including shops and transport routes.

At the time of the inspection, there were 20 people receiving care in the home.

About the inspection

This was an unannounced inspection which took place between 20 and 21 September 2022. Two inspectors carried out the inspection.

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 five people receiving care and four relatives / family members.
- spoke with two professionals who visit and support the service.
- spoke with staff and the management team.
- observed staff practice and daily life; and
- reviewed a range of records and documents including care plans, audits, minutes of meetings, medication records and services policies and procedures.

Key messages

We observed kind and caring interactions between the staff team and people living at the care home.

People are supported by a stable and committed staff team.

The home works in partnership with health professionals to help keep people well.

Contact and visiting with loved ones had been prioritised.

Regular meaningful activities and community engagement were promoted.

The environment had been kept clean and safe.

The management team had good quality assurance systems in place that supported and focused on service improvements.

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

There were significant strengths in the care and support and these enabled positive outcomes for people, therefore we evaluated this key question as very good.

Staff interactions with people were respectful, considerate and caring. This ensured people felt valued and respected. Staff had a sound knowledge of the needs and wishes of each person which enabled them to discreetly offer care and support when required.

Staff knew residents well and communicated well with each other and external health and care professionals. This resulted in preventive healthcare as well as early recognition and timely intervention for existing/deteriorating health conditions.

Support was delivered according to people's wishes and preferences and was detailed within their personal plans. These were regularly reviewed and updated.

Medication was managed well, and people could be confident of arrangements in place which ensured they received their prescribed medications. A visiting health professional confirmed that the home responded appropriately whenever people needed additional assessments or specialist advice.

People's emotional and physical wellbeing was well supported, and their rights were protected in the service's approach to visiting. This was taking place in line with the Scottish Government "Open with Care" guidance.

One family member told us, "they are great at communicating any changes in my relative's health and changes to visiting guidance". Other comments included, "Staff have adapted their communication to meet the needs of my relative", "It feels like I am part of another family when I visit" and "staff do an amazing job and I am so thankful to them". Staff help support people to remember and celebrate important occasions and life events of those important to them.

The home provided people with healthy nutritious food. People were encouraged to eat independently whilst ensuring that gentle support was at hand when needed. Drinks and snacks were available between mealtimes. A resident told us, "The food was good" and another told us "I look forward to the meals, particularly the cakes".

People and their families enjoyed positive relationships with the manager and staff. This promoted a culture of inclusion and partnership. An effective key worker system supported this. Families told us that they felt well informed and that they were kept up to date about their relative and events in the home. A relative said, "staff are always available to speak to when I visit".

The home had a relaxed and calm atmosphere. People were comfortable whether spending time in the lounge or in their own room. People were supported to keep physically and mentally active.

There were opportunities to get involved in activities if a person wished to. Staff members encouraged people to take part and to access the garden area to enjoy being outside in the better weather.

Activities, including music/singing, arts group and hairdressing, took place during the inspection. People were having fun and enjoying the company of others. The service had worked to re-establish community connections since restrictions had eased. This promoted people's health and wellbeing and helped them feel part of the wider community.

We found overall that infection prevention and control procedures helped to protect people from infection. The home was clean, tidy and free from any offensive odours. Direct observations of staff practice and a blend of online, and face-to-face infection prevention control training had taken place. This helped ensure staff worked in accordance with best practice guidance.

How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Detailed daily handovers and communication tools ensured all aspects of day-to-day living were communicated with the whole home team. Effective oversight allowed managers to respond quickly to any identified issues ensuring people's support needs were met.

Residents, staff, and external professionals spoke positively about the management team, highlighting the positive impact they had on the home. Staff confirmed they were visible, approachable, and always available to offer support on practice and advice.

A training plan had been developed. This gave good oversight of training undertaken/planned and was based on the needs of people. This meant that staff had the skills and knowledge to meet people's needs.

Team meetings, focused supervisions and reflective opportunities had taken place. Sharing their views on the service, meant staff felt listened to and valued and clear about their role.

People and their families were consulted on key aspects of service delivery through monthly meetings. Records of these showed effective consultation and assured us that people were listened to and that their views informed actions.

Quality audits had been completed, including audits of the environment, accidents and incidents, assessments, and care plans. We could see that these informed detailed action plans which helped improve people's outcomes.

There was a development plan in place, and there was clear management oversight of quality assurance within the service. The manager planned to develop this further as the focus had recently concentrated on the environment.

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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