

# Florabank Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
4 May 2023

**Service provided by:**  
Florabank Home Limited

**Service provider number:**  
SP2003002574

**Service no:**  
CS2003010903

## About the service

The service is a care home providing care and support for up to 22 older people, located in Haddington, East Lothian. There were 20 people experiencing care with the service during the inspection. The care home was registered with the Care Inspectorate on 1 April 2002 and the provider is Florabank Home Limited. It consists of two floors, with a large lounge and dining room on the ground floor. The service has a large, well-tended enclosed garden also.

## About the inspection

This was an unannounced inspection which took place on 27 and 28 April 2023. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

We evaluated how well people's health and wellbeing was supported, meaningful activities, as well as quality of management and people's personal plans.

To inform our evaluation we:

- spoke with 11 people using the service and eight relatives as well as people working with the service
- spoke with nine staff and the manager
- observed daily life at the service
- observed how well care staff supported people
- considered the quality of the physical environment
- reviewed documents and electronic records.

## Key messages

- Staff interacted warmly and respectfully with people.
- Decent quality meals and snacks were available for people and mealtimes were well staffed.
- The environment was clean, tidy and homely.
- More activities were needed.
- Staff were well trained and supported, though face-to-face supervision and practice observations needed to start.
- People's personal plans were up to date.

## 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?	4 - Good
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 evaluated the service as operating at a good level for this key question. There were several strengths with the care provided and how this supported positive outcomes for people.

Staff interacted warmly and respectfully with people and knew their history, routines and preferences. Staff would assist people who were anxious in a caring and calming way. When assisting people to move about, staff interacted supportively and with encouragement. People experiencing care told us "I enjoy it in here, it is nice in here", "very relaxed atmosphere" and "I am very satisfied and don't think I could get it anywhere better." This meant people could build trusting relationships at the service. People's bedrooms and communal areas were clean and tidy, though retained a welcoming and comfortable setting. Relatives said "Florabank doesn't just care for the residents they are all treated like family, with love and respect" and "Florabank always has a lovely peaceful atmosphere and the staff are very approachable and friendly".

The activities coordinator was working seven hours a week and due to increase to 20 hours a week in July 2023. It would benefit people to have access to group activities every day and regular outings in the service's minibus. There were visiting entertainers and celebratory themes such as Valentine's Day and Easter. Care staff were observed spending one-to-one time with people to chat or undertake an activity, this is especially important for people who spend a lot of time in their rooms, have advanced dementia or receive few visitors.

More detail of people's hobbies and interests was needed to be recorded in personal plans to enable to maintain what is important to them. These opportunities to take part in meaningful activities support people to be involved and valued.

Mealtimes were well staffed, and people were not kept waiting for their meals or being rushed. Support with eating and drinking was undertaken in a dignified way. Good quality meals and snacks were available for people. People were being asked what they wanted to eat, but menus needed to be displayed for people. Examples of comments are the "food is cooked professionally" and "food is marvellous".

Medication administration was well organised with regular audits. This ensured that people experienced safe and effective medication.

Health issues of people experiencing care were being well monitored and actions taken. This supported the service to effectively respond to signs of deterioration in people's health.

**How good is our leadership?****4 - Good**

We evaluated the service as operating at a good level for this key question. There were significant strengths with the leadership and quality assurance.

People we spoke to considered that management were approachable and responsive. If there were any concerns regarding people's health and wellbeing, relatives were communicated with quickly. Relative told us the service is "good at communicating with me with any issues" and "they listen to me as a relative and act accordingly with my comments." To improve further, the service needed to seek feedback from relatives and people experiencing care through regular meetings and satisfaction surveys.

Staff reported good informal support available from their managers and regular team meetings were held to assist communicating effectively with staff. Daily staff handover meetings were in place to make sure actions were progressed for people experiencing care when the staff on duty changed. There needed to be formal managerial observations of staff competence and face-to-face supervision with staff. The recent recruitment of an assistant manager will assist with this. This is to ensure the service is well led and managed with a culture of continuous improvement for people experiencing care.

Staffing arrangements worked well; staff had time to provide care and support with compassion and engaged in meaningful conversations with people. People's comments included "I am very well looked after", "staff are very kind" and "staff are very nice." Relatives said "they know residents really well and have a good rapport with residents" and "staff attitude is brilliant; very friendly feel here."

Staff recruitment processes were thorough. Training was of good quality with a high level of completion. This is to ensure people experience high quality care and support based on relevant guidance and best practice.

**How well is our care and support planned?****4 - Good**

We evaluated the service as operating at a good level for this key question. There were several strengths with personal planning.

People's personal plans detailed each area of care, for example, mobility, and set out any needs for support; however, these were not always written in a personalised way. Updates were recorded regularly and promptly as were any changes in actions needed. Personal plans noted people's choices and preferences in some areas, although more detailed information is needed for people's hobbies and activities.

Personal plans were regularly reviewed with people experiencing care and their relatives. This means that personal plans remain right for people as their needs change.

## 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	4 - Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good

How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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