

Ladywalk House Care Home Service

5 Ladywalk
Anstruther
KY10 3EX

Telephone: 01334 659 335

Type of inspection:
Unannounced

Completed on:
16 August 2023

Service provided by:
Fife Council

Service provider number:
SP2004005267

Service no:
CS2003006833

About the service

Ladywalk House is situated in a residential area of Anstruther, close to local amenities and with attractive views over the public park. The home is owned and managed by Fife Council, providing 24 hour residential care for a maximum of 39 older people.

Accommodation is provided across two levels, with five units each having their own living and dining areas, with separate galley kitchen.

The home has ample parking and the small attractive garden can be accessed from a number of areas of the home.

About the inspection

This was an unannounced inspection which took place on 15 and 16 August 2023. 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 eight people using the service and five of their family and friends
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- spoke with two visiting professionals

Key messages

- Staff showed warmth and caring attitudes when supporting people.
- The service needs to review the provision of activities and how they support people to experience meaningful days.
- The service needs to develop systems to monitor people at risk of choking, where they need support with elimination and following a fall.
- People expressed overall satisfaction with the care and support they received and spoke positively about their staff team.

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

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 this key question as good, as several strengths, taken together, clearly outweighed areas for improvement.

People experienced care and support with compassion because there were warm, encouraging positive relationships between staff and people living in the care home. People were supported mostly by staff who knew them well. One person told us, "The staff are lovely, I know them they chat to me and look after me well." We observed several very positive interactions between staff and supported people.

The service did rely on agency staff to supplement the regular team. Where possible they tried to get consistent staff from agencies. Two agency staff told us that they had been offered good guidance about how to support people safely. This helped ensure that people got the right support.

A few residents and their families commented that whilst agency staff were kind, they did not know them well and this impacted on care. One person commented 'All staff including agency have been kind, however, the agency workers do not know the best way to care for mum or her wee likes, they can't always communicate with her well'.

The home offered some activities to support people to be meaningfully engaged. During the inspection a local church group visited and some people enjoyed attending this. However, some people commented that there was a limited range and frequency of activities. Comments included - 'I'd like more to do, there isn't a lot going on'. Some care staff reported having time to support direct care needs but limited social support. Records of meaningful engagement was limited, this is important to help assess the effectiveness of activities provided and to help plan better.

Where activities were taking place these were enjoyed by people and reflected their interests. It is important that people have opportunities to keep in contact with their own communities, and have access to activities that are meaningful to them.

(See area for improvement one)

People should benefit from care plans that are reviewed and monitored regularly. Health assessments helped to inform the care plans. Care plans overall provided a good level of detail to guide staff about how to support people safely. The information held in the plans had been monitored regularly and people were referred to other health professionals as needed. We spoke with two visiting health professionals, they felt that people were well supported and that staff made appropriate referrals.

When people needed to have additional monitoring in relation to some health needs we could not be assured that these were always addressed fully. For example, where people experienced constipation and were living with dementia there was not always adequate guidance or records for staff to follow about how to monitor this effectively. The service did not carry out assessments of risk of choking, this is important as older adults can be at risk of choking due to health changes. The provider was in the early stages of rolling out dysphagia training for staff. This is important to ensure that people's health and wellbeing is maintained.

Where people had experienced falls staff checked them and needed called for medical assistance. Staff

routinely recorded that the person would be monitored for 72 hours following a fall. However, there was no formal system for this. Some staff added information to the daily notes but this was not fully consistent. It is important to have a clear and recorded system to monitor people following a fall or accident.

(See area for improvement two)

The senior staff regularly checked the medication practice of staff and recorded the findings through audits. The service had made good improvements to as required medication protocols. These provided good guidance to staff about the circumstances in which to administer this medication. We made suggestions where some protocols could be further enhanced. A sample of medication records established that staff had mostly given the correct medication to people as agreed with the prescriber. However, there were a few gaps in the use of topical medications. We concluded that overall people could be confident in receiving their medication by staff with the correct skills and knowledge.

Areas for improvement

1. To support people living in the home to experience meaningful days the service should ensure that there are adequate social and recreational activities available to meet people's needs and interests.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1:25).

2. To ensure that people's health needs are monitored effectively the provider should ensure effective systems are in place where a person requires support (as a minimum):

- a) with safe elimination,
- b) to identify and manage any risk of choking
- c) to monitor people following a fall.

This should include ensuring that staff have the skills and knowledge to support people.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'My future care and support needs are anticipated as part of my assessment' (HSCS 1.14) and 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

How good is our leadership?

4 - Good

We evaluated this key question as good, as several strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed to maximise wellbeing and outcomes, strengths had a positive impact on people's experiences.

Quality assurance was well led. A full and comprehensive system of audits were in place and regularly completed. The manager reviewed audits and guided staff to any actions they needed to take.

Since our last inspection, the provider had introduced a quality improvement team. They had held briefing sessions for managers and senior social care workers to support the introduction of the quality assurance

system. This is important in making sure staff are confident and competent in carrying out quality assurance checks.

Relatives, we spoke with, told us that they felt that they could speak to one of the senior staff, or the manager if they had any concerns. They told us that when any issues were raised, these were addressed promptly: 'I visit regularly and am confident that the manager and seniors will address anything I'm concerned about'. Staff felt confident and told us they were supported well by the leadership team.

The manager had oversight of significant events in the home. This included incidents, accidents and care concerns such as pressure ulcers. This oversight was important in making sure the right action was taken to identify trends and learn from events. People were protected from harm and more likely to experience positive health and wellbeing outcomes as a result.

The manager planned to update the improvement plan taking into account the information from quality assurance and audits to have a clear vision for the future of the service and drive improvements.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

People should be confident that their personal plans reflect things that are important to them and how their needs and wishes are to be met. This should include, as a minimum:

- people's wishes and preferences for their care
- that health assessments are up-to-date and reflected in care plans
- information on people's choices and preferences for social activities and opportunities and how they are to be supported with these.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices " (HSCS 1.15).

This area for improvement was made on 20 April 2022.

Action taken since then

Personal plans had been updated with the relevant information. The service should continue to ensure that these are kept up to date. This area for improvement is met.

Previous area for improvement 2

To ensure that staff are working in accordance with expected standards of record keeping, the provider should ensure that care plan audits identify gaps in information and gaps in recording.

This is to ensure that care and support is consistent with Health and Social Care Standards which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

This area for improvement was made on 20 April 2022.

Action taken since then

Record keeping had improved to a satisfactory standard. This area for improvement is met.

Previous area for improvement 3

To ensure that the service is providing a consistently high standard of care and support and of environment the provider should implement a development/improvement plan. This is to help drive forward improvement in the service.

This is to ensure that care and support is consistent with Health and Social Care Standards which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

This area for improvement was made on 20 April 2022.

Action taken since then

The service had an improvement/development plan. The manager planned to further update this based on the findings of this inspection and internal audits. This area for improvement is met.

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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - 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	4 - Good

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

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