

## St Serfs Care Home Service

Kinbrae Park Gardens  
Newport-on-Tay  
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Telephone: 01382 542 276

**Type of inspection:**  
Unannounced

**Completed on:**  
7 September 2023

**Service provided by:**  
St Serfs Care Home Ltd

**Service provider number:**  
SP2010010981

**Service no:**  
CS2010251669

## About the service

St Serfs is a Care Home for older people situated in a residential area of Newport-on-Tay, close to transport links, shops and community services. The service is operated by Acre Care Homes. The service provides residential care for up to 24 people.

The service provides accommodation over two floors in single bedrooms, (two doubles are available for people with established relationships), each with ensuite toilet and wash hand basin. There are two sitting rooms and a dining room. There is access to a garden.

## About the inspection

This was a full inspection which took place on 29 and 30 August concluding on 7 September 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 six people using the service and four of their families
- spoke with nine staff and management
- observed practice and daily life
- reviewed documents
- spoke with two visiting professionals.

## Key messages

- People living in the home and their families expressed satisfaction with the support they received from staff.
- Daily activities for people have increased and this was welcomed by people living at St Serfs.
- Work continued to improve the environment.
- The service need to ensure personal plans are in place and that health assessments are carried out timeously.

## 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?	3 - Adequate
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	4 - Good
How well is our care and support planned?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

## 3 - Adequate

We evaluated this key question as overall adequate, this applies where there are some strengths, but these just outweigh weaknesses, this evaluation was applied to 1.3 People's health and wellbeing benefits from their care and support.

We evaluated both 1.1 People experience compassion, dignity and respect and 1.2 People get the most out of life as good. This applies to performance where there is a number of important strengths which outweigh areas for improvement.

### 1.1 People experience compassion, dignity and respect

People were being supported by a staff team that knew them well. People looked well and were well presented. There were warm and friendly interactions between staff and people living in the home.

People's comments included:

- "The staff are really friendly".
- "It's a nice place to live, obviously not home, but good".
- "I like the staff, they are kind and caring".

### 1.2 People get the most out of life

A part time activity coordinator had recently been employed. She was in the process of getting to know people and their preferences. A range of activities and opportunities that people enjoyed were being introduced.

One person commented " I like to be helpful, it helps keep me busy, I like that".

A person was supported to maintain their independence in daily activities such as laying and clearing tables at mealtimes. Another had a kettle in their room so they could make themselves a cuppa. This is good practice and should be encouraged further to promote people to be as independent as possible.

Intergenerational links with a local nursery were being made. This would promote social connections between people of different ages.

### 1.3 People's health and wellbeing benefits from their care and support.

People's health needs were being met through links with healthcare professionals. One visiting professional told us they were confident that staff would make appropriate referrals.

People's health needs were recorded and monitored in their personal plans with recognised assessment tools in place such as falls risk assessments, malnutrition screening tools and pressure care assessments. However, for some health issues staff were using different tools which provided differing results. This could lead to people not being assessed consistently and accurately.

Some people's weights and other health assessments had not been undertaken within the recommended timescales. Although we found no evidence of poor outcomes as a result of these lapses, it is important that staff follow recommended timescales, to ensure that people's health needs are being met.

A few people needed to have their fluid intake monitored, not all fluid charts reflected that they were receiving adequate fluids. However, we did see that people had drinks and snacks available. This is important to maintain good hydration.

(See area for improvement one)

(See also requirement one in 'How well is our care and support planned'.)

Mealtimes were calm and relaxed, tables were set nicely and people being offered choices. . People told us they enjoyed the food. This added to pleasant mealtime experiences.

Medication was administered to people as prescribed. However, where people needed as required medication protocols were not consistently in place. These were updated during the inspection process. This is important to guide staff to when to give this medication.

### Areas for improvement

1. The provider should review the range of health assessments used in the electronic care planning system to identify what assessments are beneficial to help monitor the health and wellbeing of people. This is to ensure staff can identify risks and take action to minimise risks to people.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state 'My future care and support needs are anticipated as part of my assessment'. (HSCS 1.14)

### How good is our leadership?

**4 - Good**

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

The management team were visible within the service and knew people well. Families and staff we spoke to considered the manager to be approachable and responsive. Examples of comments included that the manager was "she is helpful and assists us well with any queries" and "she listens and acts on our comments".

The quality assurance processes covered a number of important and key areas relating to the care of people living in the home. This ensured a culture of continuous improvement for people living in the service. We discussed with the manager the importance of ensuring care plans and health tools that are being used are completed fully. These areas had been identified by the manager through their audit processes. She was taking steps through the staff supervision and training sessions for staff to ensure that these areas were addressed.

The service had an improvement plan in place which gave us confidence that they were committed to driving forward improvement. We discussed that it would be beneficial to include any areas arising from residents meetings or reviews into the improvement plan.

The manager had an overview of incident and accident records, these were analysed to identify any opportunities to learn from them to minimise any reoccurrence of a similar accident or incident.

Daily flash meetings took place which are attended by representatives from each staff group. This meant that the manager had a clear oversight of the daily plans and needs of the home.

## How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People were cared for by a regular, consistent staff team. People spoke highly of staff team; one person commented "lovely staff" and a visiting professional told us that staff were "staff seem good and committed to the residents".

We observed staff across all departments working well together in a supportive and respectful manner that helped to create a positive team spirit and warm atmosphere for people living in the home.

Staff were visible and attentive to people when they needed assistance.

Staff training records showed staff had access to a variety of training to support them to carry out their role and had carried out mandatory training.

Staff supervision is an important tool not only to support staff but also to obtain feedback from staff that could contribute to improved practice. The manager was introducing a new supervision format to include additional practice discussions. This was to include how to effectively use the new online care planning system. This is important to ensure that staff know and carry out what is expected of them. This was in the early stages of implementation.

## How good is our setting?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People benefitted from comfortable and welcoming living areas with plenty of fresh air and natural light. The environment was clean and tidy. Some areas of the home have been redecorated, providing refreshed facilities for people. People were encouraged to personalise their own rooms to suit them. This contributed to a comfortable and familiar living environment for people.

Regular checks and maintenance of the home were carried out. We saw routine repairs and maintenance was actioned. This ensured a safe environment for people.

The home was visibly clean with cleaning schedules in place to ensure good standards of hygiene were being kept.

The provider had an environmental improvement plan in place and had completed some of the identified improvements. This included improvements to the laundry and the installation of a new bath on the ground floor. Some aspects of the environmental improvement plan were to be progressed when resources allowed.

**How well is our care and support planned?****3 - Adequate**

We evaluated this key question as overall adequate, this applies where there are some strengths, but these just outweigh weaknesses.

Most people had a personal plan in place with some guidance around the care and support they needed. However, a few people had very limited information in their personal plan or it was partially completed. Some had been living in the home for several months with incomplete plans. It is important that people have a personal plan to guide staff about how best to support them.

(See requirement one)

Where personal plans were in place some contained good detail on people's preferences, wishes and needs. They were regularly evaluated and were informed by a range of assessment tools.

Staff knew people's needs well, however, there was a risk that new staff would not have clear information to ensure people were receiving the right support at the right time.

The service used an electronic care plan system, the information that staff recorded about day to day events varied. Some entries were standard pre-populated entries which did not give a good account of the persons day and lacked information that would contribute to the evaluation of the persons care and experiences. Where the records had been personalised they provided richer and more personalised information about the person.

Six monthly reviews took place involving people and their families/representatives as appropriate. These meetings should be used to help gather information to contribute to the personal plan.

In assessing this quality indicator we took into account the findings of 1.1 How well do we support people's wellbeing?

### Requirements

1. By 26 November 2023 you must ensure that service users' health, safety and wellbeing needs are being accurately assessed, documented, met, and are effectively communicated between all relevant staff. In particular you must:

- a) Ensure that all service users' have a full care plan within 28 days of using the service.
- b) Assess and record service users' health, safety, and wellbeing needs within their care plan taking account of their choices and preferences.
- c) Ensure that any risks to a service user's health, safety or wellbeing are identified, managed, and clearly recorded as part of the care planning process and that they are protected from harm.
- d) Ensure that each service user's health and wellbeing is consistently monitored and evaluated to inform the level of care required. This should include, but need not be limited to including, the recording of a service user's food and fluid intake and health assessments.

This is in order to comply with regulations 3, 4(1)(a), and regulation 5 of The Social Care

and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

## 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

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 peoples' needs and interests.

This is to ensure care and support is consistent with the Health and Social Care Standard which states 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).

**This area for improvement was made on 13 April 2022.**

#### Action taken since then

A new part time activity co-ordinator was newly in post. She had taken steps to get to know people's social and activity preferences. Some activities had been introduced and these were to be built on. Contacts had been established with the local nursery to support some intergenerational work to introduce young children to the people living at St Serfs. This area for improvement has been met.

### 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?	3 - Adequate
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	3 - Adequate

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

How good is our staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good

How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good

How well is our care and support planned?	3 - Adequate
5.1 Assessment and personal planning reflects people's outcomes and wishes	3 - Adequate

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