

Roselea House Care Home Service

175 Stenhouse Street
Cowdenbeath
KY4 9DD

Telephone: 01383 514744

Type of inspection: Unannounced
Inspection completed on: 4 November 2016

Service provided by:
Kingdom Homes Ltd

Service provider number:
SP2003001615

Care service number:
CS2009236885

About the service

The service was registered with the Care Commission in May 2010 and subsequently with the Care Inspectorate since 1 April 2011 to provide a care service to a maximum of 20 older people with dementia and requiring nursing care.

Roselea House is a modern and purpose-built, single-storey care home owned by Kingdom Homes Ltd. There is adequate parking provision and well-tended, landscaped gardens at the approaches. The well-maintained building, which provides accommodation for 20 residents, has a controlled entry facility, level deck access and is all on one level throughout, with two wings leading from a central office.

What people told us

We used a variety of methods to hear the views of people who use the service. We sent questionnaires in advance of carrying out the inspection. We received five completed from relatives. Three indicated that they strongly agreed that they were overall happy with the care and support with the remaining two indicating that they agreed with the statement. One of the returned questionnaires indicated that they had raised a complaint with the service in relation to staff shortages, however, were satisfied that improvements had been made as a result of raising the complaint.

We spoke with three visiting relatives over the course of the inspection and received many positive comments in relation to the care and support provided; -

"Mum settled into the home well. Staff are very good at keeping you up to date for example we were informed about a recent visit from the G.P."

"Mum has put on weight, the cook is great, she makes lovely cakes."

"There have been staff changes but we are aware of who mum's keyworker is."

"We were invited to the relatives' meeting but couldn't attend. We feel we get a say at the care review meeting."

"I am very happy with the care provided. My relative's room is beautiful, she brought in some of her own furniture."

"I was invited to stay and have dinner. I thought the food was very good and staff sat at each table to support residents. I have no concerns."

There were less positive comments from a relative which related to the laundry and misplacing garments.

Residents were observed as appearing relaxed and comfortable during the inspection. We heard comments which indicated that they were happy living within the home and found the staff and management team to be kind and approachable.

Self assessment

We received a fully completed self assessment in advance of the inspection detailing where evidence could be found and areas that the service has identified as requiring further work or improvement. Our findings correlated with the self assessed grades.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

What the service does well

The service demonstrated a commitment to involving residents and families with the on-going development and improvement of the service. Examples include recruitment of staff and allowing individual residents to help with daily domestic tasks within the home.

The service produces a newsletter which provides a good insight into developments within the home. This reflects how they use best practice material to help create a consistent approach to care and improve the day to day experiences of residents.

We looked at care plans and found that staff had been pro-active in referring residents to external professionals when they identified a change in the health and wellbeing of residents. Care plans were overall completed well, guiding staff on how they should support each resident. Care reviews were being used to capture feedback on key aspects of the service.

Accidents and incidents are recorded with a monitoring system being used by management including using best practice material to identify strategies to reduce the risk of falls.

We asked and looked at records relating to complaints received by the service. Based upon our findings we concluded that there are relatively low levels of complaints received and found that the service had responded appropriately to rectify issues raised.

We observed positive, warm relationships between staff and residents. Staff worked at a pace which suited individual residents. Staff encouraged residents to engage in both group activities and on a one to one level. Photographs reflecting the range of activities residents had participated in were displayed and provided good topics for conversation.

We observed the meal time experience and found that staff took the time to make this a positive part of each resident's day. The manager has assigned specific staff to each resident to act as a keyworker to help staff be clear of responsibilities and help with effective communication.

We were satisfied that overall there were good systems in place for managing medication, including how staff administer covert medication.

The service has clear records relating to the Scottish Social Services Council (SSSC) registration status of staff and pre-employment checks including Protection of Vulnerable Groups (PVG) checks.

The staff shared that there are very good training and development opportunities. This was supported by training records and supervision matrix created by the manager. Specific staff have been given additional roles including supervisory roles. It is evident that the manager has a clear vision on how to develop the service in partnership with staff.

What the service could do better

We shared examples with the registered manager and with staff in relation to the need to accurately complete key assessments for example, MUST and other risk assessments relating to skin integrity (including recording investigation of unexplained skin tears or bruising), moving and handling, bedrails and personal emergency evacuation procedure. We shall make a recommendation in connection with this area. See recommendation 1.

Through sampling care plans we also identified that the service needs to develop anticipatory care plans. These currently reflect the legal status as far as managing individual resident's finances but do not reflect how the wishes and preferences of each resident will be taken account of. We shall make a recommendation that these be developed using best practice material, for example, Making Good Care Better. See recommendation 2.

We discussed with the manager around a specific incident that warranted external medical input. We shared that we would expect that an electronic notification should be sent to the Care Inspectorate should another event of a similar nature occur.

Records relating to activities carried out with residents could be improved to reflect how individual's responded and what outcomes had been achieved, we shared specific examples.

We looked at the recruitment procedure used. It was evident that the manager is proactive in communicating with the HR section in an attempt to have all necessary information held on file. We were informed that work has been carried out in HR department to improve systems and records. However, there remain issues with having a coherent easily accessible system to fully reflect that robust recruitment practices are adopted. We shared this with the manager and external manager. We shall make a recommendation in connection with this area. See recommendation 3.

The service has currently two nursing post vacancies and the manager is actively attempting to recruit new staff. We checked and found that the service as an interim measure had consistently used individual staff from a nurse agency to provide continuity of care.

We identified that there could be improvements made to the structure and content of staff meeting minutes - this was acknowledged as an area that had been identified by the manager.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The service provider should ensure that key assessments are completed accurately and are used to shape care plans in order that staff are fully informed of the care needs and preferences of each resident.
This is to comply with NCS; care Homes for Older People, Standard 6 Support Arrangements
2. The service provider should ensure that anticipatory care plans are in place for each resident. These should take account of the wishes and preferences of each resident and their representative.
This is to comply with NCS; Care Homes for Older People, Standard 6 Support arrangements and Standard 19 Support and Care in Dying and Death
3. The service provider should ensure that a coherent, easily accessible system and records are available to support that the service fully adopts robust safer recruitment practices.
This is to comply with NCS; care Homes for Older People, Standard 5 Management and Staffing Arrangements

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
9 Feb 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
5 Nov 2015	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
25 Jun 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate

Date	Type	Gradings	
28 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 4 - Good
25 Jun 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 4 - Good
25 Jul 2012	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 5 - Very good 5 - Very good
1 Sep 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
14 Mar 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 4 - Good

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