

# Camilla Care Home. Care Home Service

Auchtertool  
Kirkcaldy  
KY2 5XW

Telephone: 01592 780 590

**Type of inspection:**  
Unannounced

**Completed on:**  
28 February 2024

**Service provided by:**  
Holmes Care Group Scotland Ltd

**Service provider number:**  
SP2020013480

**Service no:**  
CS2023000073

## About the service

Camilla Care Home is situated in the village of Auchtertool, near Kirkcaldy in Fife. The service provides nursing and social care. There are a variety of sitting and dining rooms on the first floor. The upstairs bedrooms can be accessed by two internal passenger lifts. The home benefits from a well-kept, landscaped and enclosed garden area to the rear of the property, with garden seating. There are car parking facilities to the side of the home.

Camilla Care Home was re-registered with the Care Inspectorate on 14 March 2023 to provide 24-hour care and support for up to 40 older people. The service is provided by Holmes Care Group Scotland Ltd. There were 37 residents living in the care home during our inspection.

## About the inspection

This was an unannounced inspection which took place on 28 February 2024. 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 staff members and management
- spoke with residents in the passing
- spoke with a resident's relative
- reviewed documents
- reviewed five support plans and associated documents.

## Key messages

- Care planning and risk assessments had been reviewed, and updated, to ensure they were current, and provided clear guidance on the support people needed.
- Staff training had been reviewed and training updates had commenced.
- Quality assurance systems were effective.
- Protocols had been developed to recognise signs of infection and actions to be taken to support people's health and wellbeing.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

By 28 January 2024, the provider must demonstrate that hydration and nutritional needs of people who use the service are regularly assessed and adequately met.

In order to achieve this, the provider must:

- a) ensure that personal support plans and risk assessments accurately reflect the current nutritional and hydration needs of people
- b) ensure any identified risks to people's health are appropriately assessed, including the steps that are to be taken to reduce or mitigate these risks
- c) ensure the recording of the intake of fluids gives a target amount to be taken over 24 hours
- d) demonstrate that all staff have a clear understanding of the appropriate management of food and fluid intake
- e) ensure people receive current assessment and support to maintain oral health.

To be completed by: 28 January 2024

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: My care and support meets my needs and is right for me.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

**This requirement was made on 14 December 2023.**

#### Action taken on previous requirement

- Personal support plans and risk assessments had been reviewed to ensure they were accurate and up to date.

- Daily fluid targets had been established.
- Training had been implemented to ensure staff had knowledge of nutrition, hydration, and oral care support.
- Referrals had been made to health care professionals when health changes were evident.

## Met - within timescales

### Requirement 2

By 28 January 2024, the provider must make proper provision for the health, welfare, and safety of people using the service.

To do this, the provider must:

- a) ensure all staff are fully aware of the signs and symptoms of infection, and how this should be escalated
- b) ensure a clear process is in place to determine appropriate actions following urinalysis
- c) ensure the review of health assessments and care plans are regularly undertaken, and in response to changes in people's condition.

To be completed by: 28 January 2024

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: My care and support meets my needs and is right for me.

This is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

**This requirement was made on 14 December 2023.**

### Action taken on previous requirement

- The service had implemented the Restore tool, which indicates health decline, and is an escalation tool completed by nurses and carers.
- Care plans and risk assessments were reviewed and updated as required.
- Updated protocol in place for urinalysis.

## Met - within timescales

## 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

The provider should ensure that people who require additional support with pain management are supported with pain assessment tools.

This is to ensure care and support is consistent with Health and Social Care Standard 1.24: Any treatment or intervention that I experience is safe and effective.

**This area for improvement was made on 14 December 2023.**

#### Action taken since then

Not assessed at this inspection

#### Previous area for improvement 2

The provider should ensure that risk assessments are reviewed following falls, and that falls prevention care plans are implemented where high falls risks are identified.

This is to ensure care and support is consistent with Health and Social Care Standard 1.14: My future care and support needs are anticipated as part of my assessment.

**This area for improvement was made on 14 December 2023.**

#### Action taken since then

Not assessed at this inspection

#### Previous area for improvement 3

The provider should ensure that appropriate contingencies are in place to respond to short notice staffing absences. This is to ensure that staffing numbers are in sufficient levels and appropriately deployed to meet people's needs.

This is to ensure care and support is consistent with Health and Social Care Standard 1.19: My care and support meets my needs and is right for me.

**This area for improvement was made on 14 December 2023.**

#### Action taken since then

Not assessed at this inspection

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

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