

# Knowesouth Care Centre Care Home Service

Knowesouth  
Jedburgh  
TD8 6ST

Telephone: 01835 863 161

**Type of inspection:**  
Unannounced

**Completed on:**  
15 April 2024

**Service provided by:**  
St Philips Care Limited

**Service provider number:**  
SP2003003516

**Service no:**  
CS2003010295

## About the service

Knowesouth Care Centre is a care home registered to provide a 24-hour care service to a maximum of 50 older people. The provider is St Philips Care Limited.

The care home is set in a rural setting close to Jedburgh and is divided into two buildings joined by a covered walkway. The original house, Elm View, is an adapted country house and has recently had extensive refurbishment offering 9 rooms, all of which are en-suite. Oak Vale has three floors with communal lounges and dining areas where up to 35 people can be supported.

During the inspection there were 39 people residing in the care home.

## About the inspection

This was an unannounced inspection of the service which took place on 8 April 2023 between 09.00 and 16:30, and 9 April 2023 between 09.00 and 16:00. 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 people using the service and their families/friends.
- we talked with members of staff and the management teams
- observed staff practice and daily life
- reviewed a range of documents

## Key messages

- Staff showed warmth and caring attitudes when supporting people.
- Mealtime experience should include access to a variety of meals and drinks and choice promoted.
- Staff were supported by the manager and working relationships were good.
- More opportunities for meaningful activity and engagement are needed.
- The provider must ensure people experience safe care and support where management have good oversight and monitoring of the service.

## 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?	3 - Adequate
How good is our staff team?	3 - Adequate
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 adequate. There were some strengths contributing to positive outcomes for people, however, these only just outweighed weakness.

People experienced care and support with compassion because there was warm, encouraging positive relationships between staff and people living in the home. People were supported by staff who clearly knew them well. One person told us "The staff are lovely here"

Staff demonstrated a good knowledge of people's needs. This meant that people could be confident that staff supporting them were well informed and worked consistently to help them achieve the outcomes that they had identified.

People experiencing care were well supported by the staff team to ensure their personal care needs were met. However, recordings to ensure people's dental hygiene was being met was poor and an area for improvement has been made.

Medication administration is provided via an electronic monitoring system called Atlas. This has just been introduced. This has supported the management team to ensure they can audit and observe for any medication errors and stock on a daily basis. All staff using the new system have been trained appropriately. People could be confident that the staff who supported them to take their medication safely had the correct knowledge and training.

People benefited from being offered nutritious and well-cooked food. The cook was familiar with the current dietary needs of each person. People were encouraged and enabled to eat their meals independently with just the right level of support from staff where needed. However, it is important that people are offered choices at mealtimes, and this was not evident through our observations. An area for improvement has been made.

The activity worker is very enthusiastic, and people enjoy her company. Some people were supported with activities such as ball throwing and chair exercises though these were very limited. One relative stated "The activity worker tries her very best, but she can't do it all single handed".

People who spent time in their bedrooms have limited opportunity for meaningful contact and activities. The activity worker does try to build activities on a one to one for people in their rooms into her plan for the week, but these are sporadic and inconsistent. Activities need to be more meaningful and specific to the individual.

Due to the rural location of the home, and transport there is limited opportunities to link in with the local community. One lady residing in the home told us "She would love to go out" An area for improvement has been made to enable the service to further establish a range of activities that support people to maintain their skills and interests and provide opportunities for meaningful occupation, physical activity and fun.

### Areas for improvement

- 1.

In order to evidence people, have their dental hygiene needs met, the provider must ensure documentation and recording of dental hygiene is in place.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My needs are agreed in my personal plan, are fully met, and my wishes and choices are respected" (HSCS 1.23) and "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14)

2. To support people to receive a balanced and nutritional diet which is appropriate to their individual needs and to ensure the mealtime experience is enjoyable, the provider should ensure people have choice.

This is to ensure care and support is consistent with the Health and Social Care Standards which states that: "I can choose suitably present and healthy meals and snacks, including fresh fruit and vegetables and participate in menu planning" (HSCS 1.33) and "I can enjoy unhurried snacks and mealtimes in as relaxed an atmosphere as possible" (HSCS 1.35)

3. In order to improve people's physical and mental wellbeing you, the service provider, should review the way in which activities and social interaction made available for people, within and outside the home. People should be supported and enabled to participate in the way that suits them best.

This is to ensure that 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)

## How good is our leadership?

## 3 - Adequate

We evaluated this key question as adequate. There were some strengths contributing to positive outcomes for people, however, these only just outweighed weakness.

Audits were carried out by the management team; however, this included no observations of practice. Observations of practice of staff can highlight areas of care that could be improved upon and ultimately improve outcomes for people residing in the home. I spoke with the manager who immediately created an appropriate document, including action plans and these are now included in the regular audits.

Staff supervision for some people was taking place and well documented however there was not a consistent approach to this. Team meetings were not always taking place on a regular basis either. The service should benefit from a culture of continuous improvement to ensure the best outcomes for people experiencing care.

Training had taken place, but staff had poor compliance keeping this updated. More oversight of this is required. An area for improvement has been made to ensure the management has more oversight of all quality assurance including training and supervisions.

People benefitted from safe recruitment and induction which reflected positive outcomes for people

experiencing care.

## Areas for improvement

1. In order to improve staff well-being, development and ensuring staff are competent, skilled and able to reflect on their practice and continue to meet the needs of those in their care, the provider must ensure that structured team meetings and supervisions are in place.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14) and "I use a service and organisation that are well led and managed" (HSCS 4.23)

## How good is our staff team?

### 3 - Adequate

We evaluated this key question as adequate. There were some strengths contributing to positive outcomes for people, however, these only just outweighed weakness.

The staff team were well established and worked well together. There was respectful communication within the team which created a warm atmosphere because of good working relationships. There were daily agency staff who worked at Knowesouth but they were regularly in the service and knew both staff and those receiving care.

Training and development were completed via an e-learning suite, and this was not always kept up to date. We discussed this with the manager who was speaking with staff to ensure training was completed in a timely manner and further oversight given to ensure this was completed.

People supported received care from consistent staff who they knew well and who had built up caring relationships with them. Staff were clear about their roles and worked well together. The staff appeared motivated, and we had good feedback from families and people who use the service, 'staff are lovely, they look after me well', 'There is a lot of nice staff here'

Staff arrangements were informed by assessments of people's needs. These were updated using the provider's tool. During our inspection, staffing levels appeared to provide staff with adequate time to provide staff enough time to offer compassionate care and support.

## How good is our setting?

### 4 - Good

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

The home has undergone extensive refurbishment since last year's inspection. There are now another nine rooms in Elm view, all ensuite and decorated well.

The home offered a relaxed atmosphere and reflected the ages of the people living there.

People had a choice of what they wanted in their rooms such as TV and personal items such as furniture and memorabilia to make them feel more at home.

Bedrooms were clean and spacious and all en-suite. Most bedrooms were personalised well but there were improvements that could be made for some.

Where there is no family involvement to make a room look homely the provider should provide this to improve the outcomes of those in their care.

Maintenance of the environment and equipment is well organised. Maintenance worker shows a good understanding of his role, all documentation is in place needed to satisfy core assurances.

## How well is our care and support planned?

**3 - Adequate**

We evaluated this key question as adequate. There were some strengths contributing to positive outcomes for people, however, these only just outweighed weakness.

Support plans were person centred and informative. The plans were easy to follow and gave a good background on the person, their life, medical history and who was important to them. The support plans had relevant information to deliver the right care and support for that person, however some care plans needed updating on the electronic system in place.

Anticipatory care plans are a tool to discuss what matters most when making plans for care in the future, including end of life. These were not in place and no conversation had taken place with the person themselves or their families to ensure their wishes could be adhered to. There is an area for improvement in place which will be carried forward

## 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 reassured that their personal plan contains the most current and up to date information including anticipatory care. Staff should develop these further to include full and current details of people's health and wellbeing needs and wishes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 choices and wishes' (HSCS 1.15), and 'I am supported to discuss significant changes in my life, including death or dying, and this is handled sensitively' (HSCS 1.7).

**This area for improvement was made on 18 November 2021.**

## Action taken since then

There is still improvements to be made in this area so the area for improvement will be carried forward.

## 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
1.3 People's health and wellbeing benefits from their care and support	3 - Adequate
How good is our leadership?	3 - Adequate
2.2 Quality assurance and improvement is led well	3 - Adequate
How good is our staff team?	3 - Adequate
3.3 Staffing arrangements are right and staff work well together	3 - Adequate
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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