

Auchtermairnie Care Home Care Home Service

Star Road
By Kennoway
Leven
KY8 5SF

Telephone: 01333 352 560

Type of inspection:
Unannounced

Completed on:
16 May 2024

Service provided by:
Fairfield Care Scotland Ltd

Service provider number:
SP2007009107

Service no:
CS2007153219

About the service

Auchtermairnie Care Home is situated in a rural area just outside the town of Kennoway and provides residential care for a maximum of 24 older people. The home is owned by Fairfield Care Scotland, part of the Carrick Care Family.

Accommodation is provided across two levels of an extended modern house which is set in small but attractive grounds. Secure outside spaces are accessible from both levels of the home and a number of rooms have access to private patio areas.

The home benefits from a variety of seating and dining areas, providing space for both large and small groups, as well as quiet one to one activity.

About the inspection

This was an unannounced inspection which took place on 14 and 15 June 2024. The inspection was carried out by two inspectors 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 five people using the service, a further eight shared their views with us via a service questionnaire and also spoke with five of their family members
- spoke with 11 staff and management, a further five shared their views with us via a service questionnaire
- observed practice and daily life
- reviewed documents
- three visiting professionals shared their views with us via a service questionnaire.

Key messages

- People experience care that meets their needs and outcomes.
- People have various opportunities to be active and engaged.
- The service values feedback from people using the service and uses this to improve standards.
- Staff are kind and patient.
- Improvements were needed to team working and communication, to maintain consistent and quality care standards.

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?	5 - Very Good
How good is our staff team?	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?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

People should have access to comprehensive health care when needed. We reviewed care plans and risk assessments that were thorough, and person centred. These were reviewed regularly and reflective of people's current health and care needs. Families we spoke with felt involved in care and support, one commented that they felt the care provided to their loved one was "outstanding". Records indicated good input from health professionals to enhance care, this included mental health nurses, podiatry, and GPs. Professionals who shared their views with us felt people's health and wellbeing benefited from the care and support being provided at Auchtermairnie.

We found good oversight of people's weight and skin integrity. Monitoring of people's food and fluid intake was done in response to concerns. Care staff were observed being adaptive to people's support needs with food and fluids and, where assistance was needed, this was done discreetly and with patience. We suggested the service review seating arrangements for residents during mealtimes to enhance opportunities for people to be as independent as possible. We also observed the current seating arrangements restricted the ability of staff to carry out safe moving and handling, therefore a review of this would promote better practice. Overall, we found people were accessing the right care and support, at the right times to meet their needs.

Management of people's medication should be robust and follow best practice guidance. Our review of medication administration records (MAR) found people were being supported to take their prescribed medication safely and as directed. People had as required medication (PRN) protocols in place. Records evidenced use of medications to manage stress and distress were used as a last resort and line with the person's care plan. This evidenced that the management of medication was supporting good outcomes for people.

The service had a program of activities and events in place to keep people active and engaged. One relative told us activities were "constantly" happening. The service was in the process of rebuilding its links with the community. During this inspection, the service had planned visits from the local nursery, therapy dog and an outing to a local park for a walk. One resident told us they had been playing with plasticine and throwing a beach ball with the nursery children, stating "it was nice to see their happy faces". Another resident who had been outside in the garden told us, "I am having a lovely day". This commitment to engagement promotes people's mental and physical wellbeing.

People should be fully involved in decisions about their care and support. We noted various examples of people being asked to give feedback on the service as part of the quality assurance systems that were in place. This included activities, food, and the environment. We saw how this feedback had been used to develop the service. Resident and relative meeting minutes evidence how people were kept up to date with service development. The service evidenced their commitment to promoting people's rights and wishes.

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for people. We identified key areas for improvement in staffing arrangements that would enhance the experiences of the people living in the service.

People should expect to have their needs met by the right number of skilled staff. During our inspection we were confident in the right number of care staff available to support people, including during the night. There was no recent use of agency carers, meaning people were cared for by staff that they were familiar with and knew their needs well. The service used a dependency assessment tool to determine staffing requirements, however this tool was used in conjunction with professional judgement on people's current level of support need. This evidence care that was flexible and responsive.

There were good systems in place to support new staff through induction and probation. The service evidenced implementing a 'buddy' scheme to ensure that newer staff were fully supported and trained. Evaluation of training records found good access to learning, with evidence of regular competency checks in place to monitor practice standards. We found improvements could be made to the practice and understanding around use of continence aids. This would reduce the risk of people running out of prescribed aids. An area for improvement is made. **See area for improvement 1.**

Staff who work well together provide care that is proactive and to a high standard. Although some staff reported that they worked well together, with good staff morale, this experience was not consistent across the whole team. Some staff we spoke with felt recent changes in staff deployment had impacted team working and as a result, impacted their ability to provide care that was person centred. This included changes to handover processes, as well as nightshift and day shift duties. Many reported improvements were needed around communication and understanding of roles across the various teams. Staff reported being anxious that information about people's care was being miscommunicated. An area for improvement is made. This would ensure that people experience care that is stable, provided by a team that communicate effectively, respect and support each other. **See area for improvement 2.**

Areas for improvement

1. To promote the welfare and safety of people receiving care, the service should ensure that staff have access to and follow best practice guidance. This should include, but not be limited to management and practice around the use of continence aids.

This is to ensure that care 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).

2. To promote a flexible staff team that works well together to benefit people, the service should promote good communication and teamwork. This should include a review of staffing skill and mix, as well as information and feedback sharing systems across teams.

This is to ensure that care is consistent with Health and Social Care Standards (HSCS) which states that: 'My care and support is consistent and stable because people work together well' (3.19).

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our staff team?	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.