

# Thistleknowe Care Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
28 May 2024

**Service provided by:**  
Scotcare LLP

**Service provider number:**  
SP2008009523

**Service no:**  
CS2007152799

## About the service

Thistleknowe Care Home is a privately owned service under the company name of Scotcare LLP. The care home is situated in a residential area of Beith, North Ayrshire close to local amenities and transport links. The service is registered to provide care to 16 older people who do not require nursing care. Of the 16 places, two can be used to provide respite care.

The accommodation comprises of a detached stone built villa, with a newer extension to the side of the original building. The older part of the building is over two floors, accessible by stair lift and consists of a small lounge, laundry, shower rooms and bedrooms, some of which have ensuite facilities. The newer extended part of the building includes the kitchen, lounge/dining area, assisted bathroom and bedrooms with en suite toilet facilities.

## About the inspection

This was an unannounced inspection which took place on 14 and 17 May 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 seven people using the service and two of their relatives
- Spoke with nine staff and management
- Observed practice and daily life
- Reviewed documents

**Key messages**

- Some refurbishment work had started but the provider needs to continue to ensure the issues we raised regarding the environment are fully address.
- As the service is small they are able to provide more personal focused care to individuals.
- Relatives and family members are very happy with the overall standard of care and support provided.
- People living in the care home know the staff team well and the management remains stable and consistent.

**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?	4 - Good
How good is our leadership?	5 - Very Good
How good is our staff team?	4 - Good
How good is our setting?	3 - Adequate
How well is our care and support planned?	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?

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 experiencing care should be supported in a way that demonstrates kindness and compassion whilst focusing on meeting their needs with dignity and respect. The service had employed a number of new staff over recent months and we observed good interactions and engagement with the people living in the home. As this is a small sized care home, staff are able to provide a good standard of personal care and get to know people well this helps to generate good supportive relationships.

We also noted that staff were able to recognise changes in people's presentation and responded promptly by accessing appropriate medical health professional support when required. Staff then followed any prescribed treatment regime as required and monitored this appropriately.

We reviewed the care and support plan documentation including some recently completed profiles that provided some detailed descriptions of morning, afternoon and evening routines including when people preferred to get up in the morning and bedtime routines. We noted several individuals had very early morning routines. This was explained as their own preferences and was discussed with these individuals and their relatives or appropriate representative. This was recorded in a directory of needs detailing morning, afternoon and evening routines and preferences. This helped new staff to understand individuals needs and preferences. We advised that this is regularly evaluated as part of the person's regular care review process.

The activities person helped organise events, outings and activities for people. We saw that the care staff also participated and joined in as well. This helped to provide opportunities for staff to engage in recreational activities with people, which was good to see. This ensured people were kept active and engaged in social and recreational activities as well as getting out and about, which helps to maintain general mental and physical wellbeing.

We reviewed the medication administration procedures. Medication is stored in individual pods in each person's bedroom these are lockable cabinets with the medication administration records located there as well. This helps to ensure a more individual and personal approach to medication administration. There was also appropriate audits and checks in place to manage the medication procedures including competency assessments for staff administering medication.

The mealtime experience has been improved by the recent changes to the environment with the adaptation of a small sitting room into a separate dining area. The decor of this still needed to be finished off, but this provided a good opportunity for people to move around the home at mealtimes instead of having to remain in the one sitting area throughout the day. We saw that people enjoyed the standard of food on offer and the kitchen staff were able to respond and provide choices.

**How good is our leadership?****5 - Very Good**

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

The service continues with the same management and provider. This allows for continuity of service and gives people who live in the home and their relatives reassurances and confidence in the consistency of the service.

The manager and deputy continue to implement an effective system of quality assurance based on major areas of need to ensure that the quality and standard of care and support provided is maintained. There was a large evidence based folder presented with important details and good evidence to support continuous improvement. This helped to give them a clear overview of the issues within the care home and provide important data regarding the on going actions required to maintain standards and drive continuous improvement.

The folder contained evidence of regular reviews and evaluations from the audits data covering areas such as pressure care, falls risk, accidents and incidents, staff training needs and care planning to mention a few. Overall, the manager had ensured that any issues relating to the quality assurance procedures were well addressed.

This positive leadership ethos was evident throughout the practices of the staff team within the care home. They worked well together and demonstrated a good understanding of their individual roles and responsibilities in maintaining good standards of practice.

The manager ensured that staff support and supervision sessions were up to date and this helped to maintain a good team spirit and culture within the service.

**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 experiencing care can be assured that staff were skilled, knowledgeable and able to reflect on their practice. The management of the service ensured that there was a good standard of training in place. We observed the staff team working well together, sharing information at handovers and ensuring that any changes or developments regarding individual's presentation or health needs were promptly noted and suitable responses implemented. This demonstrated that staff knew people well and had a good understanding of their support needs.

The service had employed a number new staff, we observed good interactions and engagement between the staff and the people living in the home. Staff we spoke to said they felt supported by the management. This helped to create a good team spirit within this small service.

The management of the service have continued to implement good supervision and support procedures and this gave staff the opportunity to discuss performance issues and raise any concerns or issues. This also gave the staff the opportunity to contribute to the developments within the service.

As a small service, the staff team including the domestic, kitchen and activity staff, were fully involved with the people living in the home. This created a nice homely atmosphere which relatives commented positively about and helped to make people feel valued and cared for in an environment that was friendly and homely.

## How good is our setting?

### 3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

From the previous inspection, we noted that the care home environment required some upgrading and refurbishment, including some improvement to the general environment. We noted that this work had only recently been started and although this was positive in terms of the adaptation of a small sitting room into a dining area, there remains several areas of need in terms of improvements to the environment.

We discussed this at length with the provider and management at the feedback and will continue to review this as an area of improvement, however we would encourage the provider to hasten their actions in response to addressing the issues we have continually highlighted in previous inspections. (See area for improvement 1 )

We would note that the domestic staff work very hard to ensure the home is clean, tidy and presented as well as it can be. We also saw the domestic staff engaging well with the people in the care home and had built up really nice close connections with the individuals living there. This was good to see.

We reviewed the regular health and safety requirements covering the environment and noted that annual servicing procedures were in place. The provider needs to ensure that if they are undertaking certain checks on equipment, there are appropriate up to date certification in place to ensure this is fully covered.

We saw that the provider and management had involved people in the decision making process for selecting decor and options for improvements to the home and we hope to see this good standard of involvement continue. This helps to ensure that people living in care homes still feel they have opportunities to be listened to and feel their views and opinions matter.

## Areas for improvement

1. We raised this area of improvement at the last inspection and work has only just started on addressing this. We discussed these issues again at length during the feedback meeting and encouraged the provided to speed up this process of refurbishment and ensure that all works are completed fully. We have continued this as an area of improvement to provide an opportunity for the provider to continue to upgrade these areas of need.

This ensures that care and support is consistent with the Health and Social Care Standards, which state: "I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment" (HSCS 5.24)

**How well is our care and support planned?****4 - Good**

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

Since the last inspection, the service have introduced an electronic care plan system, however there are still hard copies of care plans and other information available as well. We saw that the management had recently produced documentation detailing each individuals preferences for their morning, afternoon and evening routines. This gave good descriptions and explanations of each person's regular routines and preferences. The information and details of these preferences was discussed with individuals and their relatives to ensure that people's choices and wishes were taken into consideration.

The information we reviewed in the care and support documentation provided a good overview of the individuals needs but also lots of back ground and important details about their life histories. This helped the staff to build a good picture of the person and their characters and personality. This ensured there was a person focused approach to the standard of care and support provided.

The care and support documentation also showed the individuals and their relatives were fully involved in the collation of and content of the information detailed within. This gave people a sense of value and worth and helped to ensure that people were supported appropriately and relatives felt confident and comfortable with the care staff and management providing the support.

We noted the care and support system included appropriate health assessments that identified each person's needs including any risk assessments as well. This ensured that people's health and well being was regularly reviewed and updated. This information was regularly updated via review meetings and with the involvement of individuals and their relatives.

## 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 general environment of the care home needs some upgrading and refurbishment. This is to reflect the statement that people have the right to live in an environment which is well looked after with clean, tidy, and well-maintained premises, furnishings, and equipment. The provider should ensure the areas we discussed at this inspection and at the feedback meeting are implemented and addressed

This ensures that care and support is consistent with the Health and Social Care Standards, which state: "I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment" (HSCS 5.24)

**This area for improvement was made on 8 September 2023.**

#### Action taken since then

We saw that work had only just started with regards to the issues we raised previously at the last inspection. Whilst this was good to see, it was also disappointing that it had taken so much time to get started. We discussed this at length with the provider and stressed the need to continue to implement an appropriate refurbishment programme and ensure the general decor of the building is maintained.

This area of improvement has therefore not 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?	4 - Good
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	4 - Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very 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
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	3 - Adequate
4.1 People experience high quality facilities	3 - Adequate
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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