

Craigie Care Home Care Home Service

Craigie Nursing Home
27 Craigie Road
KILMARNOCK
KA1 4EF

Telephone: 01563 542 839

Type of inspection:
Unannounced

Completed on:
13 March 2024

Service provided by:
Craigie Carehome Ltd

Service provider number:
SP2023000035

Service no:
CS2023000044

About the service

Craigie Care Home is a care home registered for 21 older people. The service is located in residential area of Kilmarnock.

The care home accommodation is provided from a converted property with accommodation over two floors. Eight of the 21 single bedrooms have en-suite facilities that include their own shower, with a further five having their own sink and toilet.

About the inspection

This was an unannounced inspection which took place on 6, 8 and 13 March 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 six people using the service and three of their relatives
- Spoke with 12 staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

- Small sized care home provides a personal approach to the care delivery.
- Staff know the people well and provide very good personal focused care with very good interactions and engagement.
- New provider investing and improving the overall care home environment.
- People we spoke to provided very good feedback about living in the home.
- Relatives spoke highly of the care staff and their caring approach.
- Good team dynamics with all the staff working well together supporting each other.
- Good connections within the local community.

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

From the evidence and information gathered during this inspection, we found significant strengths in the care and support and these enabled positive outcomes for people. We have therefore evaluated this key question "How well do we support people's wellbeing" as very good.

People receiving care and support at Craigie care home told us the staff were nice, friendly and looked after them. Relatives and visitors to the care home also recognised and appreciated the very good care and support provided by the staff team and were more than satisfied with the standard of service. They said they knew the staff well as some had worked for many years in the home. This helped to create a consistent approach and people felt relaxed and confident in the care of the staff team.

We observed that the staff interactions with people were respectful, considerate and caring. This ensured people living in the care home felt valued and respected. Staff demonstrated a very good knowledge of the needs and wishes of each person which enabled them to discreetly offer care and support when required.

Staff clearly knew the people well and this was evident in the way they communicated with them. For example, staff were quick to notice and respond if someone's health or general condition changed and required additional healthcare intervention and this was promptly addressed.

We reviewed the care and support plans and noted they provided very good past history information with lots of information about the person and their life. This gave a really nice person centred focus on the person and helped to create a more personal type of care and support provided. Staff could also demonstrate this personal knowledge during their interactions which helped to create a more personal interaction and engagement.

The plans also demonstrated good assessments of health needs and the nursing staff deputy and manager also ensured that all identified health needs were addressed accordingly and appropriate health professionals were involved as required. This again ensured that people's health was maintained.

There was good management of the medication administration procedures and regular audits and checks in place to ensure people received the right medication at the right time helping to promote general health and wellbeing. The deputy managers supported each other when undertaking monthly medication change overs and this provided a good overview of any issues or concerns. This also helped support good consistent practice within the service.

The kitchen and catering side of the home was also well managed and provided a very good standard of nutrition and choice for people living there. This included supplies from local producers of meats, fruit and vegetables, which were of a high quality. The catering staff also ensured that all necessary dietary needs such as diabetics and specialised diets were provided.

There was always a selection of home baking on offer. The home provided people with healthy nutritious food. People were encouraged to eat independently whilst ensuring that gentle support was at hand when needed. Drinks and snacks were available between mealtimes. People we spoke to said that, "The food was good" and in particular the cakes and home baking produced by the catering staff was greatly appreciated.

We saw that activities were encouraged including music/singing, arts group and other outings and events organised. People joined in with these activities and clearly benefited from their involvement. The home was well established within the local community including visits from local schools and nurseries. This all helped to make the care home part of the wider local community.

We found overall that infection prevention and control procedures helped to protect people from infection. The home was clean, tidy and free from any offensive odours. Direct observations of staff practice and a blend of online, and face-to-face infection prevention control training had taken place. This helped ensure staff worked in accordance with best practice guidance on infection prevention and control procedures and practices.

How good is our leadership?

4 - Good

After we reviewed the evidence and information gathered during this inspection we found significant strengths in aspects of the management of the service and how these supported positive outcomes for people. We have therefore we evaluated this key question "How good is our leadership?" as very good.

We noted that although the new manager has been in post a few months, they had already implemented and built up good working relationships with the staff team.

The manager had an array of quality assurance audits in place to monitor and review the quality of the care and support being provided. This included pressure care, falls monitoring, medication and care planning documentation. These audits and quality assurance procedures ensured the manager had a good overview of the issues within the service.

We observed during one visit that the deputy managers and both nurses from each of the providers local homes, were supporting each other by doing the medication changeovers. This provided support to each other when implementing appropriate checks and audits such as medication change overs and other quality assurance procedures. Quality audits had been completed, including audits of the environment, accidents and incidents, assessments, and care plans.

We could see that these informed detailed action plans which helped improve people's outcomes. This helps to ensure their is additional support and peer support provided to ensure consistency and also a fresh pair of eyes providing another overview of the quality assurance checks.

We observed detailed daily handovers and various communication tools and systems ensured all aspects of day-to-day living were communicated with the whole home team. Effective oversight allowed managers to respond quickly to any identified issues ensuring people's support needs were met.

People we met, including relatives, spoke positively about the management team, highlighting the positive impact they had on the home. Staff confirmed they were visible, approachable, and always available to offer support on practice and advice.

There was a development plan in place, and there was clear management oversight of quality assurance within the service. The manager planned to develop this further as the focus had recently concentrated on the environment.

How good is our staff team?

4 - Good

After we reviewed the evidence and information gathered during this inspection, we evaluated this key question as good where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

During these inspection visits, we observed good team dynamics in operation within the home and staff working well together as a team. This helped to ensure there was a nice friendly, homely atmosphere around the home. Staff we spoke to commented about this and enjoyed working in the home. This was also evident in the positive feedback we received from people in the home and the relatives we spoke to.

There was regular meetings and on-going support and supervision in place to ensure continued standards of care were met. Training was provided via online access to core mandatory modules as well as some face to face opportunities. This ensured the care staff were kept up to date with best practice guidance.

Staff commented that there was good support provided by the nursing staff if there were any on-going health issues that needed attending. They also spoke well of the new manager that they listened to them and provided support to them. This helped to generate and create good working relationships and foster a good working team spirit within the care home.

A training plan had been developed. This gave good oversight of training undertaken/planned and was based on the needs of people. This meant that staff had the skills and knowledge to meet people's needs.

Team meetings, focused supervisions and reflective opportunities had also taken place. Sharing their views on the service, meant staff felt listened to and valued and clear about their role. People and their families were consulted on key aspects of service delivery through regular meetings and updates from the management.

People we spoke to and their relatives enjoyed good positive relationships with the management and the staff and this helped to promote a culture of inclusion and working in partnership to ensure people were well looked after.

How good is our setting?

4 - Good

After we had reviewed the evidence and information gathered during this inspection visit we found that strengths outweighed areas of improvement and have therefore evaluated this key question "How good is our setting?" as good.

The service has been subject to re-registration which has identified some areas of the care home environment that need upgrading and improvement. We reviewed the progress the provider and service has made in relation to the various issues identified in the improvement plan as set out in the registration requirements.

There was a strong commitment from the new provider to invest in the home and continue to improve and enhance the care home environment. The provider had already undertaken work requested by the registration process and had plans in place for further developments.

The provider has invested in making necessary changes as required and has moved forward to address the larger outstanding elements of these. However, during this inspection and in discussion with the manager and staff, it was highlighted that other options may be better implemented to address some of the outstanding environmental issues. As part of the inspection feedback, we advised the provider to resubmit some of the elements of the improvement plan and set out the various changes they plan to make to address these issues. (See Area for Improvement 1)

During these inspection visits we found the home to be clean tidy and free of any offensive odours. We noted that the domestic and care staff implemented effective infection control procedures with appropriate equipment in place. Staff were observed to be competent in dealing with any issues relation to safe infection prevention control methods.

The manager had already implemented improvements in relation to the general fabric and furnishings within the home. This also included planned work to replace carpets and major redecoration and upgrading of the care home environment.

We reviewed the regular servicing and maintenance requirements of the home and found good standards of documentation in place and appropriate quality assurance checks in place to ensure the environment was safe and secure for the people who lived there.

Areas for improvement

1. 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 continue to 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)

How well is our care and support planned?

5 - Very Good

After we reviewed the evidence and information gathered during this inspection we found that significant strengths that impacted on positive outcomes for people. We have therefore evaluated this key questions "How well is our care and support planned?" as very good.

The care planning documentation we reviewed demonstrated a very good standard of person centred approaches to care. These included some very good details and past histories about the individuals and their life stories. This helped to create a more person focused approach to care. Staff demonstrated a very good knowledge and understanding of the person and their individual support needs and this was observed in their friendly, open interactions, and engagement with people in the care home.

The care and support plans included appropriate health assessments of the individuals needs and their medical and health related issues. These were regularly reviewed to ensure that the appropriate care and support was provided to address these identified needs. The nursing staff and carers worked well with local health professionals including GP practices to ensure that any treatment regimes were followed accordingly and regularly reviewed and updated.

The care plans were reviewed on a regular basis to ensure they were up to date and accurately reflected the individuals care and support needs. People were involved in this process, including relatives, which helped to ensure that people felt valued and their opinions and views mattered.

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
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - 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
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	5 - Very Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	5 - Very Good

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