

Fairview Nursing Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
8 August 2024

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Service no:
CS2011300705

About the service

Fairview Nursing Home provides accommodation over two floors and is located in the Bannockburn area of Stirling. The service is registered to care for up to 60 people, who have a variety of health care needs including dementia. Thirty people can live on the ground floor and there is lift access to the upper floor which is a dementia care unit for 30 people. All bedrooms have an en-suite WC and wash hand basin. Each floor has a number of daily living spaces that includes lounges, dining areas, quiet rooms and hair salon. The home has pleasant gardens for people to enjoy. At the time of our inspection there were 59 people living in the home.

The provider, HC-One Limited, states: 'At HC-One our experienced home managers and members of staff ensure kindness is at the heart of everything we do.' This service has been registered with the Care Inspectorate since 31 October 2011.

About the inspection

This was an unannounced inspection which took place on 6 August 2024, 09:30 to 17:00, 7 August 2024, 09:30 to 17:00 and 8 August 2024, 14:30 to 16:00. 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 17 people using the service and seven relatives.
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

- Care was provided in a personalised way where people were treated with respect.
- Care plans and risk assessments contained detailed and current information relating to people's health and wellbeing.
- The service had well-established links to health professionals and visiting professional.
- We observed some warm and caring interactions between staff and people in each unit.
- People could be assured that the numbers and skill mix of staff were determined by a process of continuous assessment.
- Some improvement could be made to looking at staffing in particular overnight.

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.

Quality Indicator: 1.3 People's health and wellbeing benefits from their care and support

Care was provided in a personalised way where people were treated with respect. We saw warm and encouraging interactions between staff and people using the service. Everyone spoke highly of the service and we heard:

"the care has been excellent here."

"I am happy with the way I have been allowed to furnish my room to make it feel more like home."

"I feel part of the home."

"the staff are kind, caring and compassionate."

Care plans and risk assessments contained detailed and current information relating to people's health and wellbeing. The service was in a period of transition in preparation for a new electronic recording system. However, people's healthcare needs were regularly reviewed, and they benefitted from having access to a wide range of healthcare assessments. Food and fluids charts were being completed for all people being supported and weights were recorded and monitored when required. People and their relatives were involved in making decisions about their health and treatment options. Staff had a very good understanding of people's health requirements and were able to quickly identify changes in their health or presentation, and because staff anticipated issues, this meant people got the medical support that they needed at the right time. Family members advised that the service communicated changes in people's health without delay. One visiting professional told us "Fairview strive to support people's wellbeing as best they can and when they require extra support to do this, appropriate measures are taken."

The service had well-established links to health professionals and visiting professionals told us that the service was both proactive and responsive in attending to people's health needs and one visiting professional commented, "staff seek advice when needed and everything we advise is taken onboard and done." The service had robust medication management systems in place and had improved how they monitored and audited medication administration. People were getting their medication as prescribed and could be assured that their medication was managed well.

We observed plenty of snacks and drinks to be available throughout the day, including to those who preferred to be in their bedrooms. Feedback on the meal choices varied, one person said "the food is great" and other said "I find the food contains too much garlic and fancy. I would like plain home cooked food." Meals were nicely presented, tables were set nicely and mealtimes were unhurried, an alternative menu was on offer, however would benefit from being on display so people were aware of their options. Dietary needs and related care arrangements were clearly documented within care plans and risk assessments, and these were shared with staff. We observed mealtimes to be calm and unhurried and people who required assistance with eating and drinking were supported with dignity and respect.

People were encouraged to move regularly and were supported to remain as active as possible. The service promoted mobility through a range of physical activities indoors and in garden spaces when weather permitted, and this resulted in maintaining and improving people's mobility and balance. Where people were at risk of falling, the service had implemented and was monitoring falls prevention measures. People were supported to manage aspects of their own care needs if they were able to do so. People's strengths and abilities were recognised, and their independence was encouraged, which meant that people had as much control over their own life as they wanted or were able to manage.

How good is our staff team?

4 - Good

We made an evaluation of good for this key question as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on people's experiences.

Quality Indicator: 3.3 Staffing arrangements are right and staff work well together.

People told us the staff were kind and caring. We observed some warm and caring interactions between staff and people in each unit. Relatives said that staff were approachable and that they would raise any concern they had with them. Staff presented as happy working in the home and demonstrated a good knowledge of people's needs and how these could best be met. They gave an overall impression of a close team of staff who worked well together so that people experienced a good level of care.

Whilst each unit of the care home had a stable core group of workers, despite ongoing staff turnover, people and relatives said that in general there was consistency with staff however, there would at times be new staff who they did not know. The service was focusing on inducting and integrating new staff as meaningfully as possible to promote familiarity. Similarly, agency staff were needed at times, and the service attempted to use consistent workers from the same agency provider to minimise disruption to people's care.

People could be assured that the numbers and skill mix of staff were determined by a process of continuous assessment. A recognised method was used to help inform staffing levels. This was used in conjunction with the knowledge of people's needs from the staff and management team. Some improvement could be made to looking at staffing, in particular overnight. We gave some examples from staff feedback during the inspection. There was reassurance given by the management team that they planned to review this specific time and implement action as required, this will improve people's experiences. We asked the service to continue their pro-active approach to monitoring and reviewing staffing arrangements to promote sustained good practice.

We could see, on checking training records, that staff were subject to an improved range of mandatory training packages. Staff had completed their training, both online and face-to-face in key areas, from moving and assisting, fall prevention and adult support and protection. Staff were clear about their roles and were, overall, deployed effectively. Staff helped each other by being flexible in response to changing situations to ensure care and support was consistent and stable.

Staff told us they took part regularly in supervision meetings with a senior member of staff. This is time staff have with their supervisor to discuss practice, development and raise any personal issues that may impact on work. Staff felt these were useful meetings where not only service provision, but their needs and issues, were discussed and considered.

These meetings are important to monitor staff's wellbeing and practice, to ensure people supported experience a good quality of care and support from a competent workforce.

Staff told us they felt well supported and that there were good relationships within the team and with managers. It was clear that when interviewing staff that the management team were approachable, supportive and would listen when staff raised concerns.

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

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