

Fairknowe Care Home Service

Fairknowe House
3 Cargill Road
Maybole
KA19 8AF

Telephone: 01655 882 308

Type of inspection:
Unannounced

Completed on:
22 August 2024

Service provided by:
Mead Medical Services Limited

Service provider number:
SP2003002327

Service no:
CS2006124775

About the service

Fairknowe House is registered to provide a care home service to a maximum of 40 older people who may have physical needs and or dementia. The service provider is Mead Medical Services Limited.

Fairknowe House is situated in Maybole, South Ayrshire. The home is a large, converted villa, with purpose-built extensions. Accommodation is spread over two floors, with five rooms on the upper floor and the majority of rooms divided into two distinct units on the ground floor. There is a choice of sitting rooms available for people to use.

About the inspection

This was an unannounced follow up inspection which took place on 22 August 2024. The inspection focused on a requirement made during the previous inspection in July 2024, and evaluated how the service had addressed this to improve outcomes for people.

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 visitors
- Spoke with staff and management
- Observed practice and daily life
- Reviewed documents

Key messages

- We saw warm and caring relationships between residents and all staff teams.
- Improvement was noted regarding the completion of safety checks on the building and equipment used to support people. This helped to safeguard people from harm.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 13 October 2024, the provider must improve the management of medication to ensure that people living in the service are safeguarded and that their health needs are effectively met.

To do this, the provider must at a minimum ensure the following,

- a) ensure that all staff involved in medication management undertake relevant training and competency assessments regarding safe medication management;
- b) ensure that staff understand current best practice guidance regarding medication management and that they follow NMC and SSSC codes of practice;
- c) formally assess the impact training has on staff practice to determine learning and understanding of their responsibilities to manage medication safely;
- d) ensure that effective systems are in place to assess and monitor medication management.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services), Regulations 2011 (SSI 2011/210).

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).

This requirement was made on 30 July 2024.

Action taken on previous requirement

This requirement was not assessed at this inspection.

Not assessed at this inspection

Requirement 2

By 21 August 2024, the provider must assure the Care Inspectorate that the care home and the equipment used by people are safe and people are protected from harm.

To do this, the provider must at a minimum ensure the following:

- a) provide evidence that health and safety checks have been carried out on the building and equipment used by residents and staff
- b) ensure that deficiencies or repairs identified inform an action plan to resolve issues
- c) ensure that systems are put in place to ensure regular health and safety checks and repairs are completed.

This is to comply with Regulation 10(2)(a) and (b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services), Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My environment is secure and safe'(HSCS5.17).

'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings, and equipment' (HSCS 5.22).

This requirement was made on 30 July 2024.

Action taken on previous requirement

There was evidence that safety checks had been completed of the building and equipment used to support people living in the home. This provided a baseline of information about the status of safety of the home and equipment.

There was evidence to show that that action was being taken when faults were identified.

Systems had been implemented to ensure that health and safety checks will continue on a daily and weekly schedule. This will help ensure that the home and equipment are safe, and people are protected.

The manager and depute manager have oversight of completion of safety checks, maintenance and ongoing repairs.

Met - within timescales

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

To support better outcomes for people linked to their choices and preferences, the service provider should enhance the range and access to meaningful activities throughout the home. This should include but not be limited to developing links with the local community.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'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).

'I can maintain and develop my interests, activities and what matters to me in the way that I like' (HSCS 2.22).

This area for improvement was made on 30 July 2024.

Action taken since then

This area for improvement was not assessed at this inspection.

Previous area for improvement 2

To ensure that people's views are responded to and meaningfully direct service improvement the provider should ensure that the views of people who live, visit and work in the service are used to inform the service development plan.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7).

'I am supported to give regular feedback on how I experience my care and support, and the organisation uses learning from this to improve' (HSCS 4.8).

This area for improvement was made on 30 July 2024.

Action taken since then

This area for improvement was not assessed at this inspection.

Previous area for improvement 3

The provider should ensure that people experience a high quality environment that promotes their choices and meets their needs.

To do this, the provider should, at a minimum:

- implement a comprehensive, detailed, and dynamic service improvement plan
- ensure that actions listed in the improvement plan are specific, measurable, achievable, relevant and time bound.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices' (HSCS 5.21).

'I can use an appropriate mix of private and communal areas, including accessible outdoor space, because the premises have been designed or adapted for high quality care and support'(HSCS 5.1).

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings, and equipment' (HSCS 5.22).

This area for improvement was made on 30 July 2024.

Action taken since then

This area for improvement was not assessed at this inspection.

Previous area for improvement 4

The provider should develop and introduce formal systems to continuously assess and monitor that training is supporting staff to improve their practice and this is ensuring good outcomes for people.

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).

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 9 August 2023.

Action taken since then

This area for improvement was not assessed at this inspection.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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