

# Earlsferry House Care Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
18 July 2024

**Service provided by:**  
Earlsferry House Care Limited

**Service provider number:**  
SP2020013472

**Service no:**  
CS2020378969

## About the service

Earlsferry House Care Home is situated in the small seaside village of Elie and overlooks Elie Bay. Local amenities are available a short distance away. The home offers 24-hour nursing care for older people, people with dementia and respite care, on a bed availability basis.

Earlsferry House Care Home provides accommodation on two floors and has 26 rooms, 17 with en suite facilities. There were 26 people living in the service at the time of the inspection. There is an attractive landscaped garden and decking area to the rear of the home, accessible directly from the downstairs dining room and from the conservatory. There is adequate parking for visitors to the front of the building.

## About the inspection

This was a follow up inspection which took place on 18 July 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 four people using the service and three of their family members
- spoke with five staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

Consultation and engagement with people using the service and their family members had improved. People were happy with the communication they received from the service. The environment had been redecorated and communal spaces were being used in a way which supported positive outcomes for people. The facilitation of activities and supporting people to spend time in a meaningful way continued to be developed.

## 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 good is our setting?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our setting?

### 4 - Good

This was a follow up inspection to examine progress made towards meeting a requirement set at the last inspection. Please see 'What the service has done to meet and requirements set at, or since, the previous inspection' for details.

The requirement had been met and we saw sufficient progress to give assurance that the changes had been positive. Staff, residents and relatives all agreed that the environmental changes were ensuring better use of space and easier access to the outdoors. People had been involved in the decisions which affected them. As a result this key question will be re-evaluated to 'good', where there are important strengths which create positive outcomes for people.

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

### Requirements

#### Requirement 1

By 15 July 2024 you must ensure that the care service is led and managed in a manner that results in the health, safety and wellbeing needs of people experiencing care being met through a culture of continuous improvement. In particular you must ensure that the needs of people experiencing care, and the environment they live in, are continuously assessed by knowledgeable and skilled staff using a range of methods. This should include seeking the views of people experiencing care and observation of the care they receive. It should also include the observation of staff practice, gathering staff and relative's views and reviewing care documentation, to establish the effect of change on people's outcomes. This is in order to comply with Regulations 4(1)(a) and 7(1)(c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210). This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions' (HSCS 2.11).

**This requirement was made on 19 April 2024.**

#### Action taken on previous requirement

The service had undertaken a number of pieces with residents and their families in order to gather views and opinions about the environment. These had influenced the redecoration of the downstairs communal spaces and helped inform the use of individual spaces. People reported being happy with the changes which had been made. One person said 'I like it, it's fresher'. Staff commented that the increased size of the dining space made it easier to sit with people and assist them when required. They also felt that the space was more conducive to social interaction and allowed easy access to the sheltered decking space. This meant that people had the choice to dine outdoors when weather permitted. People were observed using the conservatory space for quiet time. People were enjoying looking into the established garden and watching the coastal path and river beyond. Overall the environmental changes had been well received and were creating positive outcomes for people using the service.

The service had also reconsidered medication management and made some practical changes which were contributing to positive care. Medication was now managed from individual 'pods' within people's rooms. Senior care staff had developed their practice to be skilled and competent to administer medication using the new storage system. This had allowed nursing staff more time to focus on additional health care tasks and promoted a more holistic approach to care.

The service were adopting an evaluative approach to the changes which they were making, focusing on the effect on people's outcomes and wellbeing.

This requirement is met.

**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

In order that people experience good outcomes and quality of life, the provider should ensure people are supported to spend their time, both indoors and outdoors, in ways that are meaningful and meet their outcomes. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: '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).

**This area for improvement was made on 19 April 2024.**

#### Action taken since then

The service had experienced a number of changes to the activity co-ordinator role over recent months. There was currently no specific person allocated to this role. The service were adopting a 'whole team' approach to ensuring that there were events and activities for people to engage with. An increased staffing level was planned to ensure that time was available for this. Staff were allocated responsibility for organised activity during three slots over the course of the day. This was still in development, however allocation sheets were in place and resources and equipment were being sought. Namaste training had been undertaken and staff were positive about the benefits which this might bring. Namaste practice focuses on sensory inputs for people who may have reduced communication and function due to illness or progressive conditions. The service were in the process of developing the staff team and evaluating the effect of this new practice.

We will continue to monitor progress towards this area for improvement at the next inspection. This area for improvement is not 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 good is our setting?	4 - Good
4.2 The setting promotes people's independence	4 - Good

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