

# Scoonie House Care Home Service

Windygates Road  
Leven  
KY8 4DP

Telephone: 01333 426 735

**Type of inspection:**  
Unannounced

**Completed on:**  
13 September 2024

**Service provided by:**  
ARIA HEALTHCARE GROUP LTD

**Service provider number:**  
SP2013012090

**Service no:**  
CS2013318122

## About the service

Scoonie House provides 24 hour residential care and support for up to 36 older adults. There were 36 people living in the home at the time of our inspection.

The house provides a very pleasant environment. Accommodation consists of a two storey Victorian stone villa with a single storey contemporary extension to the rear of the building. There are very good facilities, several very welcoming communal areas and accessible gardens.

The house is located in a residential area of Leven, has adequate on-site parking and there is good access to public transport, the town centre and social resources. The care home is privately owned by Aria Health Care Group Ltd.

## About the inspection

This was an unannounced inspection which took place on 10 and 11 September 2024 between 9:00 and 18:00. The inspection was carried out by one inspector from the Care Inspectorate with support from our inspection volunteer.

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 14 people using the service and six of their family
- spoke with 11 staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- The management team were visible and approachable.
- People were cared for with kindness by staff that knew them well.
- Staff were held in high regard.
- Families reported being very happy with the care and support their loved one received.
- People were able to stay connected to their families and the local community.
- As part of this inspection, we assessed the service's self-evaluation of key areas. We found that the service had made positive progress in completing their self-evaluation. The service should continue to develop this approach to support improvement.

## 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 evaluated this key question as very good, as the significant strengths outweighed any areas for improvement.

During our inspection there were 36 people living in Scoonie House. The care and support they experienced reflected a model of comfort and enablement where the focus was clearly on ensuring people were well looked after and maintained or recovered their independence as much as possible.

The care home was welcoming and homely. Staff clearly knew people well and we observed consistent kind and humorous interactions between staff and people living there. We were confident that people were being treated with dignity and respect. Staff were held in high regard. Comments from relatives included, "nothing is too much trouble" and "they go out of their way to support everyone". People told us that they felt very well looked after and, "there's plenty to do".

There were detailed records on people's dietary requirements and preferences. We were confident that people's nutritional needs were being met. We observed the dining experience and we saw people enjoying homecooked meals. People were offered choice at every opportunity and staff support was provided, as necessary. The cook discussed the menu with service users and had very good knowledge of their likes and dislikes. Staff routinely checked to make sure people had enjoyed their meals. People told us the food was, "very good".

Care plans sampled were detailed and person centred, reflecting people's needs and how they liked their care and support delivered. There were various risk assessments in place to monitor key aspects of someone's care such as, weight or food and fluid intake.

Medication was managed well and we felt confident that people were receiving the right medication at the right time.

Records reflected people's current needs and reviews were generally up to date. We saw evidence of timely referrals being made to other agencies in relation to people's health needs. For some, there were plans in place relating to their wishes should their health deteriorate. Relatives reported feeling well informed and involved. One person said that they felt, "absolutely involved and listened to".

There was evidence of people being assisted to remain in touch with families, friends and their local community. One relative quoted management as saying, "It's just a change of address" when their parent moved in and has been pleased with the way their loved one is, "thriving in a way they did not at home". We were assured that people were being supported to have a meaningful day which was a benefit to the person as a whole. Wellbeing was an obvious goal for every aspect of care and support and people were supported to have active lives. A weekly timetable was displayed, informing people and families of the planned daily group activities. Both families and people living there valued these opportunities. They described how much they enjoyed the lunch outings and the regular exercise class.

Staff also recognised the importance of one to one activities tailored to meet the individuals abilities and interests. This approach could easily support positive outcomes for people.

The home was clean, fresh and homely. There were high standards of cleaning and infection and prevention control in place. Staff received training and guidance updates regularly, with management conducting regular spot checks relating to practice. As a result, we could be confident that the risk of infection was being reduced.

We observed people being supported by staff who knew them well and treated them with respect. People told us they were happy living there. All the families we spoke to reported high satisfaction with the care that was being provided and many described the home as, "the right place" for their loved one.

## How good is our staff team?

4 - Good

People should have confidence in the staff who care for them. We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

We found staff did not start work until all the necessary pre-employment checks were completed. New staff shadowed colleagues for a number of shifts, allowing them time to get to know each person and their care needs. Staff told us this was really useful and they could ask for more shadow shifts if they felt they required this. Staff told us they felt valued, it was a good place to work and the management team were described as approachable and supportive.

Staff told us that the management team were supportive and responsive of any concerns or issues raised. Staff received supervision and were supported to attend a mixture of online and in person training which they valued. This helped to ensure that people are being supported by a staff team that were appropriately skilled. The management team carried out regular direct observations of staff practice which informed any areas for development. Staff told us they felt confident because they were trained and supported by management to fulfil their role and responsibilities.

Staff told us that staffing had improved as a result of the provider's efforts to recruit but there were times where they felt short of time to spend with people. We observed good staffing in terms of numbers and skill mix. We sampled the duty rosters and looked at the way the manager assessed service user dependency. Staffing levels and deployment took into consideration the layout of the home and the demands of the day to day routine as well as the assessed care and support needs of those living in the home. This meant there was sufficient staff with the right skills to attend to people as evidenced by their prompt response to requests for assistance which we witnessed throughout our visit.

Relatives told us management and staff were hospitable and approachable which made it easy to raise any issues. People described staff as being, "friendly and caring" and that they felt "well looked after". One relative described, "a great rapport between staff and their loved one". Another said how they had been impressed by staff right from the start which had resulted in, "a load off their mind".

## 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 people's wellbeing the provider should ensure that:

- a) Suitably detailed protocols are in place to inform the consistent and appropriate administration of medication that is prescribed on an 'as required basis'.
- b) People's care plans should reflect the necessary information to support and inform staff when administering such medication.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.5).

**This area for improvement was made on 30 June 2023.**

#### Action taken since then

We found a consistent approach and sufficient information recorded within PRN (as required) protocols and support plans to direct experienced and senior staff in the management of 'as required medication'. The information in place to support care staff where people cannot give their views directly could be more detailed and the provider could consider ways to supplement electronic systems to support day-to-day communication. This would support care staff confidence, identify any gaps in knowledge and inform evaluation of outcomes. This was discussed with management and we were confident that their provision of high-quality care and support would continue to support people's wellbeing.

**This area for improvement is met.**

#### Previous area for improvement 2

To support people's wellbeing, the provider should ensure that end of life care is subject to early assessment and care planning which involves that person and/or their representatives to ensure their choices, wishes and preferences are documented and met when they become unwell.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.5).

**This area for improvement was made on 30 June 2023.**

### Action taken since then

We found that where discussions had taken place, sufficient information was recorded to reflect the person's wishes and those of their family should they become unwell and to direct experienced and senior staff. This included, when and who to contact.

Not all support plans sampled had this information but it was acknowledged that people had not wished to discuss end of life. The provider should continue to consider ways in which staff can gather information to support care planning, including how to ensure people's choices, wishes and preferences are documented and met when they become unwell.

This was discussed with management and we were confident that their provision of high-quality care and support reflected the strength of relationships with people and their families. This in turn could ensure people's choices, wishes and preferences are documented and met when they become unwell.

**This area for improvement is 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?	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



## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.