

# Lisden Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
19 September 2024

**Service provided by:**  
Balhousie Care Limited

**Service provider number:**  
SP2010011109

**Service no:**  
CS2003010719

## About the service

Lisden Care Home is part of the Balhousie Care Group and is situated in the Angus town of Kirriemuir. It is registered to provide a care service for 42 older people. It offers accommodation in two defined units. Kinnordy provides care and support to a maximum of 16 service users with advanced dementia or other cognitive impairment related issues.

The main part of the home is on two floors (Airlie and Glamis) and offers 26 beds caring for elderly residents with nursing needs.

All rooms are single with en-suite facilities and the home has access to a range of local amenities. The home provides a warm and friendly environment for residents and visitors. The gardens are well maintained and offer a safe and enclosed area. There are summer cabins in the grounds, which are often used by people.

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 01 April 2011.

The organisation states: 'We truly strive to capture the true essence of person-centred care by recognising that people come first - by looking after the care of people, the rest will follow'.

## About the inspection

This was a follow up inspection concerning requirements issued from a complaint investigation visit on 10 September 2024. We issued an additional findings letter as we identified concerns linked to staffing and malodorous conditions whilst carrying out a complaint investigation.

The follow up inspection was carried out on 19 September 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.

We: -

Spoke with five people using the service.

Spoke with six staff and management.

Observed practice and daily life.

Reviewed staffing level assessments

Reviewed observational checks

Checked the cleanliness of rooms

## Key messages

The service had met the outstanding requirements relating to malodorous conditions and staffing deployment.

A person told us they liked their new room.

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

### Requirements

#### Requirement 1

By 18th September 2024, the provider must ensure that, at all times, the number of staff working in the care service is appropriate to support the health, wellbeing, and safety of service users and the provision of safe and high-quality care.

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

- a) ensure their overall assessment of staffing takes account of the building layout and aggregated information of the physical, social, psychological and recreational needs and choices in relation to the delivery of care for all service users.
- b) Ensure staff are visible and available to ensure that people receive the care and support they need or wish timeously.

This is in order to comply with section 7 of the Health and Care (Staffing) (Scotland) Act 2019.

**This requirement was made on 10 September 2024.**

#### Action taken on previous requirement

The manager told us that they re-assessed the needs of some people in their care and increased observational checks on the upper floors. We checked care plans and recording information, and were reassured that such checks were being carried out.

We reviewed a recent staffing assessment and were satisfied that sufficient numbers of staff were being deployed in a manner that would meet peoples needs.

**Met - within timescales**

#### Requirement 2

By 18th September 2024 you must demonstrate that the premises and environment people are living in is clean, is well maintained and free from malodour.

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

- a) Ensure that bedrooms are thoroughly cleaned, non-malodorous and replacement of items such as chairs or flooring that cannot be sufficiently cleaned.

This is in order to comply with Regulation 4(1) a, and (d) and Regulation 10 (2) (b) and (d) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 211/210)

**This requirement was made on 10 September 2024.**

#### Action taken on previous requirement

We checked the areas that we identified to be malodorous and unsatisfactory. We could see that the provider had closed this area whilst undertaking the necessary repairs and improvements. We could be satisfied that the accommodation people were living in was appropriate.

**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

By 16 June 2024, to ensure that people are safe and their needs are met the Provider must;

- ensure that the number of and delegation of staff is sufficient to support the safe care and support requirements of residents
- ensure people's needs as agreed in their personal plan are fully met.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'My needs are met by the right number of people' (HSCS 3.15).

**This area for improvement was made on 22 May 2024.**

#### Action taken since then

We did not assess this area for improvement at this inspection.

#### Previous area for improvement 2

In order to ensure that people can participate in their local community, the manager should ensure that there are opportunities for people to leave the care home to pursue their interests and enjoy community groups and resources.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential' (HSCS 1.6) and 'I am supported to participate fully as a citizen in my local community in the way that I want' (HSCS 1.10).

**This area for improvement was made on 22 May 2024.**

#### Action taken since then

We did not assess this area for improvement at this inspection.

## Previous area for improvement 3

To ensure people's rights are upheld the manager should ensure that staff practice reflects the Health and Social Care Standards, My support, My life. This includes;

- having knowledge of any relevant legal frameworks that may have an impact on an individuals care such as power of attorney, and,
- ensuring staff are aware of Anne's Law and how this can have a positive impact on 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 am supported to understand and uphold my rights' (HSCS 2.3) and 'If I am unable to make my own decisions at any time, the views of those who know my wishes, such as my carer, independent advocate, formal or informal representative, are sought and taken into account' (HSCS 2.12).

**This area for improvement was made on 22 May 2024.**

### Action taken since then

We did not assess this area for improvement at this inspection.

## Previous area for improvement 4

Daily recordings of care provided should be further developed to be more person-centred, detailed and evaluative.

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 1.15) and 'My care and support is consistent and stable because people work together well' (HSCS 3.19).

**This area for improvement was made on 7 April 2023.**

### Action taken since then

We did not assess this area for improvement at this inspection.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

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