

Bon Accord Care - Kingswells Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
11 November 2024

Service provided by:
Bon Accord Care Limited

Service provider number:
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About the service

Bon Accord Care - Kingswells Care Home is situated in the small town of Kingswells, to the west of Aberdeen City. It focuses on supporting people with dementia.

The home provides support for up to 60 older people over two floors in a modern building. Each bedroom has an en-suite toilet/wash hand basin. There are communal shower and bathrooms. Each floor has large, communal sitting and dining areas, with small areas for people to use if they prefer to not be in the communal areas.

The home is surrounded by trees and grassy areas, giving lovely views from the windows. There is a large garden which provides an accessible and safe outdoor space for people to enjoy. The home sits near to the GP surgery, the pharmacist and the shopping and community centre, with bus stops close by.

About the inspection

This was a follow-up inspection to assess the progress the service was making since the inspection on 17 July 2024, and the follow-up inspection on 9 October 2024. An unannounced inspection took place on 11 November 2024. The inspection was carried out by two inspectors from the Care Inspectorate.

The follow-up inspection focused on the requirements and areas for improvement remaining from the previous inspection and evaluated how the service had addressed these to improve outcomes for people.

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
- spoke with six staff and management
- observed practice and daily life
- reviewed documents.

Key messages

People experiencing end-of-life (EOL) and palliative care were supported by staff who were attentive, warm and kind.

People's future wishes around EOL care were documented, which increased the likelihood of EOL care experiences being how people wanted them to be.

People were involved in planning their care, which increased the likelihood of support being based around people's preferences.

The service was not consistently recording and evaluating the effectiveness of pain relief medication, which put people at risk of increased pain.

The service was not consistently recording and evaluating the effectiveness of medication given without consent, which put people's health at risk.

Some people's medication pathway documents were out-of-date, which put people at risk of not taking their medication the safest way.

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

Requirements

Requirement 1

By 7 October 2024, to ensure that people's care and support needs are met effectively, the provider must ensure they are supporting people to experience end-of-life (EOL) care, which is comfortable, personalised and as pain free as possible.

To do this the provider must, at a minimum:

- a) ensure consistency in planning around EOL and palliative care
- b) ensure people and their representatives are supported to be involved in EOL planning
- c) assess and appropriately manage the use of any pain relief medication and use pain assessment tools as required.

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:

'My future care and support needs are anticipated as part of my assessment' (HSCS 1.14); and

'My care and support meets my needs and is right for me' (HSCS 1.19).

This requirement was made on 19 July 2024.

Action taken on previous requirement

People's palliative and end-of-life (EOL) care experiences had improved. Staff were attentive and treated people with kindness and warmth. This meant people were comfortable. Personal plans identified people's preferences around EOL care. For example, someone wanted their television on daily at low volume, whilst someone else wanted music on. This increased the likelihood of people experiencing EOL and palliative care the way they would want to. However, the service was not consistently evaluating the effectiveness of pain relief medication. Some staff were correctly recording they had checked whether people's pain relief medication was effective, whilst others were not. This could put people at risk of increased pain.

This requirement had not been met and we agreed an extension until 16 December 2024.

Not met

Requirement 2

By 7 October 2024, to ensure that people's care and support needs are met effectively, the provider must ensure that the quality of any documentation and care planning are completed to the same high standard.

To do this the provider must, at a minimum:

- a) ensure consistently good quality of recordings in daily notes
- b) ensure consistently good quality of recordings in people's personal plans
- c) ensure consistently good quality of recordings in any specific plans or recordings related to stress and distress, end-of-life care and falls.

This is to comply with Regulation 4(1)(a) (Welfare of users) and Regulation 5(1) (Personal plans) 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 needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23); and

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This requirement was made on 19 July 2024.

Action taken on previous requirement

Personal plans indicated people's preferences around their support. Plans were detailed and reviewed regularly. This could improve the overall quality of people's care. Daily records evidenced what people had been doing each day. This consistent recording could support improved outcomes for people. However, other recordings were inconsistent. For example, some staff were not recording when pain relief medication had been taken or its effectiveness. (See Requirement 1)

There were also discrepancies in documentation where medication was given without consent. (See Area for improvement 1 under section 'What the service has done to meet any areas for improvement we made at or since the last inspection')

This could mean people do not get the care that is right for them, which could impact upon their health. Furthermore, some people's observation charts were not regularly completed. This made it unclear whether observations had taken place, which could put people's well-being at risk.

This requirement had not been met and we agreed an extension until 16 December 2024.

Not met

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 health and wellbeing and improve the quality of their care, the provider should evaluate the effectiveness of people's medication which is prescribed without consent.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19).

This area for improvement was made on 10 October 2024.

Action taken since then

The provider was not consistently recording and evaluating the effectiveness of medication given without consent. This meant it was unclear whether some people's medication was effective. Furthermore, we found that related pathway plans were out-of-date. This put people at risk of not taking their medication in the way that was safest for them. As a result, people's health and well-being was at risk.

This area for improvement had not been met.

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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