

# Peacehaven Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
22 November 2024

**Service provided by:**  
Rosturk House Limited

**Service provider number:**  
SP2004004957

**Service no:**  
CS2008171446

## About the service

Peacehaven Care Home is situated in a quiet residential area of Lundin Links in the East Neuk of Fife. Peacehaven is owned by Rosturk House Ltd.

Accommodation is provided in a large Victorian building with a modern extension, providing care for up to 40 people. It has accommodation over three floors with a modern passenger lift in place. Peacehaven sits in attractive, landscaped gardens which are well used by the people living there.

The registered manager is responsible for the day to day running of the home and was available to support the business of inspection.

## About the inspection

This was an unannounced inspection which took place on 20 & 21 November 2024 and between 09:00 and 19:30. One inspector carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

This was a pilot inspection to test a new way of inspecting to provide assurance that better performing services continue to deliver a very good level of care and support. No new evaluations (grades) have been awarded.

This inspection is called a core assurance inspection. This is because research tells us that these core assurances are the key areas that are essential to a service being safe. We report on them under the headings: legal assurances, wellbeing, leadership, staffing, the setting and planned care/support.

We confirmed that the service continued to provide a very good level of care and support. We know this because on this inspection we:

- spoke with 4 people using the service, and observed daily life for those less able to share their views verbally.
- spoke with 7 of their friends and family members and a visiting healthcare professional.
- reviewed care standard questionnaires from 5 people using the service and 2 relatives.
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

### Legal assurances:

We found the service was operating legally and in line with their conditions of registration, including having the appropriate insurance in place. The provider had a range of policies in place that were scheduled to be reviewed to ensure they continued to guide staff and promote good outcomes for people. This meant that people could have confidence in the organisation providing their care and support.

### Wellbeing:

Staff understood their responsibility to protect people from all forms of harm. We spoke with a visiting professional who verified that staff made appropriate referrals, could be trusted to follow instructions and had good knowledge of the people in their care. Relatives described how well ailments and accidents were managed resulting in their loved one enjoying better health. People consistently described enjoying "home cooking" and easy access to drinks and snacks. One family spoke about their loved one's involvement in managing their risk of falls while still promoting freedom to choose when they needed assistance.

Where people needed support with finances or safeguarding their rights, we established clear records were maintained, providing assurance that appropriate people were involved in decision making and money had been managed properly.

People were kept safe from the risk of infection as staff had the necessary training and competence in infection prevention and control. We found very good standards in housekeeping, laundry and quality assurance processes which ensured the environment remained a very nice place to live. People told us the home was always clean and tidy. Visitors consistently commented on the absence of any offensive smells.

Despite recent changes to the main pharmacy used, there was clear guidance to help staff manage medication and staff understood their responsibility to manage medication safely. As a result, people were supported to take the right medication at the right time which promoted their safety and wellbeing. We observed safe and discreet administration of medication.

People told us they were able to stay connected with those important to them, and to keep in touch with the local community. We saw relatives being warmly welcomed by staff and people consistently told us they felt treated like "part of the family".

### Staffing:

People were kept safe because the service had effective recruitment practices in place. Staff told us there was a good induction and training programme at the home which supported them in their roles.

Staff training records were up to date for essential training and staff received regular refresher sessions. This, along with the positive feedback we received about staff, assured us staff had the necessary skills, training, and competence to provide safe care.

We observed very good staffing levels during our inspection which staff told us was normal and only affected by short notice absence. They said this allowed them to spend quality time with people. Visitors told us that staff were hospitable and alert to any requests for assistance.

People living here told us "they had no complaints" and that staff "were quick to respond" or "knew what's needed" this reassured us there was sufficient staff to meet people's needs and wishes.

Regular meetings and good communication meant all staff were well informed of people's needs and care requirements. This supported good outcomes for people as care staff were available and observant to their needs. Staff consistently reported very good support from management, good communication with all staff which meant they felt well informed, supported and confident in their role and responsibilities. They said they could "easily make requests or suggestions" and if necessary "would not hesitate to raise concerns".

## **Leadership:**

Staff understood their responsibility to protect people by supporting safer mobility through maintaining a safe environment and knowledge of people's normal behaviour, ensuring risks could be mitigated. They were clear about their responsibility to record and follow up any accidents or incidents. Management had very good oversight of accidents, incidents and understood their responsibility to make appropriate referrals and/or notifications. They also had a clear overview of indicators such as wounds and weight loss which may trigger clinical support for people.

There had been no complaints since our last inspection. The manager had a strong presence within the home and this was reflected in comments from people, staff and visitors which included, "they do not hesitate to assist us when needed" and "we can always rely on them to get things done".

Management had developed action plans and improvement plans to address areas for improvement and service development. We found these to be in need of an update to reflect what we found in terms of work completed, work ongoing and next steps. The manager had a clear vision of what should take priority and could be achieved locally as well as what had to be supported by the provider. All aimed at maintaining the quality of service experienced by people and their visitors and the standard of environment, facilities and record keeping. They recognised the implications for staff training and support and the importance of supervision as a route to staff development and managing change. As a result we could be confident in the ongoing provision of high quality of care and support experienced by people and their families.

## **Setting:**

The home was clean, tidy, welcoming and free from offensive smells. Equipment was clean and maintenance issues were being addressed. The age and design of some parts of the building limit the potential for major change but we found improvements ongoing in regard to the availability of ensuite facilities. The layout of the setting and quality of the furnishings and fixtures met people's needs and supports positive experiences and outcomes. Staff clearly understood their responsibility regarding fire safety and described effective systems for getting day to day repairs attended to.

The enclosed garden was very well maintained and well used during the Summer. People used words like "homely" "welcoming" and "well kept" when describing the home. One family described how the setting had influenced their decision to choose Peacehaven because "it looked and felt right".

We found good efforts had been made to improve and maintain the facilities and care equipment which meant people were kept safe and could enjoy a pleasant environment. There was good record keeping and the service had relevant safety certificates in place. The provider had identified the need to review the nurse call system and support for fire safety which was scheduled alongside their review of policies. This will have implications for staff training but should ensure people benefit from up to date systems. The provider had an ongoing programme of redecoration, replacement of furnishings which should ensure people continue to enjoy a pleasant environment which can support their needs and wishes.

**Planned care/support:**

People could be confident their personal plans reflected their needs, preferences, outcomes and wishes. Risks were assessed, giving staff guidance about how to keep people safe. People's health needs were supported by regular input from healthcare professionals. Feedback from visiting professionals verified the home's own staff carried out good assessments, communicated effectively and as a result supported regular reviews of any treatments.

Plans held good information about the person's life history and achievements, hobbies and people who were important to them. Staff had very good knowledge about the people in their care and their families. This was confirmed by visitors who said they were kept very well informed about their relative and about what was going on in the home. This meant person centred care and meaningful connections were supported. People felt settled knowing staff had knowledge about their needs and what was important to them.

Since the last inspection an electronic system for recording care had been introduced. The manager was in the process of reviewing the way staff were recording information to verify their understanding of their responsibility, identify further training and ensure personal plans were up to date.

## 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).

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