

Bon Accord Care - Kingswells Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
17 December 2024

Service provided by:
Bon Accord Care Limited

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CS2017359559

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 ensuite toilet and 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 had made since the inspection on 17 July 2024 and the follow-up inspections on 9 November 2024 and 11 November 2024. An unannounced inspection took place on 16 December 2024. The inspection was carried out by two inspectors from the Care Inspectorate.

The follow-up inspection focused on the requirements and areas for improvements 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 two people using the service
- spoke with two family members of 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 treating them with kindness and warmth.

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

Medication pathway documents were being reviewed regularly, which increased the likelihood of people taking their medication safely.

Staff were correctly recording when medication had been taken, which supported positive health and well-being.

Recordings around medication given without consent lacked detail, which could put people's well-being at risk.

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 treating people with dignity and respect. This meant people were comfortable. Personal plans identified people's preferences around EOL care. For example, someone wanted to listen to ballroom music, as this reminded them of their youth. Family were involved in EOL planning. A relative told us, "I was involved in planning should mum's health decline". This increased the likelihood of people experiencing EOL and palliative care the way they would want to. Furthermore, the service consistently assessed people's pain. This increased the likelihood of people's pain being reduced.

This requirement had been met.

Met - within timescales

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 thoughts and wishes around their support. Plans were detailed and reviewed regularly. Daily records demonstrated how people spent their days. This consistent recording could improve people's care and support. Falls recordings and risk assessments were up-to-date and reviewed regularly. This increased the likelihood of people being safer in the home. Furthermore, staff were correctly recording when medication had been taken, which supported positive health and well-being.

This requirement had been 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

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

Pathway documents relating to people taking their medication without consent were up-to-date. This supported people to take their medication safely. However, recordings about the effectiveness of medication administered without consent lacked detail. This put people at risk of not taking their medication in the safest way.

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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