

Leven Beach Care Home

Care Home Service

Leven Beach Nursing Home
Promenade
LEVEN
KY8 4HY

Telephone: 01333 425662

Type of inspection:
Unannounced

Completed on:
20 March 2025

Service provided by:
Levenbeach Care Limited

Service provider number:
SP2021000170

Service no:
CS2021000273

About the service

Leven Beach Care Home is registered to provide care for 52 older people. It is situated on the river front in the town of Leven, close to the beach, local amenities and transport links. There were 50 people living in the home at the time of the inspection.

Accommodation is provided over two floors. The upper floor has a large living room with views over the river and a separate kitchen/diner, as well as two smaller lounges. Communal spaces downstairs include a lounge/diner with direct access to a secure outdoor space, overlooking Leven community gardens. There is also a separate lounge/diner to the rear of the home. The home has ample parking directly at the front of the building. Additional public parking can be found nearby.

About the inspection

This was an unannounced inspection which took place on 17 and 18 March 2025. The inspection was carried out by one inspector 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. In making our evaluations of the service we:

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

Key messages

People were treated with warmth and respect.
Families felt welcomed and supported by the service.
Clinical oversight was strong and effective.
Staffing arrangements were right and staff worked well together.

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?	5 - Very 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', where performance demonstrated major strengths in supporting positive outcomes for people.

People were treated with warmth and compassion. Individuals were well known and staff had positive and established relationships with them. Family members commented that this sense of warmth and welcome extended to them at each visit. This was observed during the inspection, with family members being treated with genuine care and concern. One relative said, 'I'm over the moon with this place' and another said, 'you're made so welcome.' This gave people confidence that their loved one was being treated with the same degree of respect. People living in the home were similarly impressed. One said, 'it's like a 5 star hotel', another said, 'It's the ideal place to be. I wouldn't like to hear that I was going somewhere else.'

People were engaged in meaningful activities throughout the inspection. This included trips out into the local community, arts and crafts, baking and playing games. Care staff had time to engage with people beyond personal care tasks. Staff from the entire staff team contributed to enhancing people's day with conversation and interactions. Adaption and additions to the upstairs unit were providing opportunities for people to remain stimulated and interested in their environment. Stations with objects for discussion and touch were displayed in an age-appropriate way which did not detract from the homely environment.

There was strong clinical oversight of people's healthcare needs. Where needs changed either individually or more collectively across the home, the manager took steps to analyse the situation and take action. Attention was paid to information collected during audits and the service took a proactive approach to change and improvement.

Medication management required some small adjustments to stock checking in order to ensure that there was a clear audit trail of information.

Good relationships existed between the home and external professionals and advisors. Information and advice were used to adapt care and educate staff in order to provide the best care. People could be confident that any additional or specialist needs which their loved one presented with would be addressed.

The service had a strong focus on nutrition with a variety of food and drinks available throughout the day. When hot drinks were served staff also offered sandwiches, sliced fruit and home baking to ensure that everyone had a good intake. The catering team clearly paid close attention to the range, quality and presentation of the items on offer. Mealtimes were calm and unhurried and, when people required assistance, this was given with dignity and respect.

How good is our staff team?

5 - Very Good

We evaluated this key question as 'very good', where performance demonstrates major strengths in supporting positive outcomes for people.

Staffing arrangements should be right and staff should work well together. We found that staff were visible and working in a calm and organised way. Staff were deployed with consideration of their skills and experience and were seen to work well together. One person living in the home commented, 'It's well run, clean and methodical.'

Staff had direct leadership from the senior team throughout the day. Leaders were always available and knew their team well. This meant that staff understood their role and responsibilities and there was no sense of rush. People living in the home commented positively about the staff members, saying, 'it's the time they can spend with you that makes it good' and 'it's the staff, they're first class.'

Training completion for staff was at a high level for both mandatory and optional courses. Additional training was available and was provided in response to people's specific health needs and particular areas of development required by staff. The management team had a clear focus on staff development. A number of projects were underway to enhance staff involvement in improvement and quality assurance. Staff members who had a specific area of interest were able to take on a key role in improving standards. This gave confidence that the whole team had opportunities to influence change and improvement.

Supervisions and competency checks were completed regularly to verify that skills and knowledge were up to date and accurate. A coordinated approach was adopted to align improvements identified through audit with training, observations of practice and supervision. This meant that the service could make meaningful changes with a positive outcome focus.

A previous area for improvement regarding the recruitment of staff had been met. We were confident that best practice guidance was being followed and that paperwork was well organised and easily accessible. Please see 'What the service has done to meet any areas for improvement we made at or since the last inspection'.

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 protect people from potential harm, the provider should demonstrate they have followed good practice guidance for safe recruitment at all times.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This area for improvement was made on 8 March 2024.

Action taken since then

The service had clear processes and documentation to support safe recruitment. Files were orderly and provided easy access to the relevant documents. Safe recruitment practice was being followed in all of the files which were sampled.

This area for improvement is met.

Previous area for improvement 2

In order to ensure good outcomes for people experiencing care, and their representatives, people should receive an apology when things go wrong.

This is to ensure care and support is consistent with Health and Social Care Standard 4.4: 'I receive an apology if things go wrong with my care and support or my human rights are not respected, and the organisation takes responsibility for its actions.'

This area for improvement was made on 31 January 2024.

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Action taken since then

The service were able to demonstrate apologies had been given in writing on two occasions. These were clear in their intention and showed learning and actions from errors or oversights which had occurred. One relative was able to confirm that the manager had taken prompt action when they had raised a concern. They were happy with the result. This area for improvement is met.

Previous area for improvement 3

People experiencing care should be able to exercise choice with the morning and evening routine. As an area for improvement the service should review all care plan information, in consultation with relatives/representatives to ensure that people's choices are being respected.

This is order to comply with Health and Social Care Standard 1.15 'My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met as well as my wishes and choices.'

This area for improvement was made on 31 January 2024.

Action taken since then

Staff were able to outline individual's preferences and choices, identifying those who liked to stay in bed for longer and those who were earlier to rise. This information was also held in care plan notes. Staff were clear that when this information could not be directly gathered from the individual they would consult with families and representatives to ensure that previous routines were reflected in their care.

This area for improvement is met.

Complaints

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

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?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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