

Leuchie House Care Home Service

Leuchie House
North Berwick
EH39 5NT

Telephone: 01620 892 864

Type of inspection:
Unannounced

Completed on:
18 March 2025

Service provided by:
Leuchie

Service provider number:
SP2011011585

Service no:
CS2011289688

About the service

Leuchie House provides respite and short break services to people living with neurological conditions such as multiple sclerosis, motor neurone disease, Parkinson's and stroke. The service is located in large grounds just outside North Berwick in East Lothian. The service is run by an independent charity, governed by a Board of Trustees.

Leuchie House has 16 bedrooms, 15 of which are suitable for single occupancy and one of which can be shared.

The staff team includes 24 hour nursing care, on-site physiotherapists, occupational therapists and a dedicated activities team.

About the inspection

This was a full inspection which took place on 11 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 and received feedback from twenty-two people using the service
- spoke and received feedback from with twenty-nine members of staff and management
- observed practice and daily life
- reviewed documents

Key messages

- The provision of activities in Leuchie House was excellent. Activities were varied and considered the abilities and preferences of individual people using the service.
- The use of technology was innovative and supported wellbeing for people in and beyond their stay at Leuchie House.
- "There is no rushing, they support me and nothing is too much."
- "I love everything about this place."
- "The service is a gift from the start. Absolutely fantastic, it's amazing."

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

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| How well do we support people's wellbeing? | 6 - Excellent |
| 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?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for people.

Quality Indicator 1.3 People's health and wellbeing benefits from their care and support

We observed interactions between staff and guests which were consistently positive, personalised and compassionate. Staff spoke politely and adopted an upbeat approach and humour where appropriate. People's wishes were respected and staff encouraged people to carry out tasks with minimal assistance. This promoted independence and dignity for guests.

During mealtimes, the dining room was well presented with menus and place settings on tables. People were seated in positions to encourage social interactions and staff communicated very well with guests throughout. People were offered a variety of menu options and meals were all cooked within the service. One person shared "The food in Leuchie is amazing. It's all home cooked and it's great being there and seeing the butcher or fishmonger van pull up." Home baking and snacks were available and offered throughout the day. People's dietary and fluid intake were monitored and recorded throughout their stay. This promoted physical wellbeing for people.

People were encouraged to participate in a wide range of excursions, using nearby points of interests to allow guests to experience the local community. Guests were supported to take part in memorable activities such as a microlight flights. This enabled people living with advanced neurological conditions to experience something they may not have done otherwise. Excursions were frequent, well organised and the safety and wellbeing of people were considered, with staff allocated to excursions according to needs of people taking part. Activities within Leuchie included an extensive range of options, including physical activity. People were able to have 1:1 time with physiotherapy in the gym area as well as participating in group exercise. When asked about activities, one person said, "They make it all so fun" and another said "you definitely won't get bored here." All of this demonstrated that the service was committed to providing an exceptional experience for guests.

Personal plans sampled were updated within 48 hours of admission and an extensive pre-admission assessment had taken place by a senior nurse. All risk assessments and wellbeing tools had been used appropriately and actions were taken where any concerns were found. Referrals were made to specialist services when necessary if any concerns arose during a guest's time in Leuchie. Systems for medication administration were strong, with frequent audits taking place. People were encouraged to remain independent with medication where possible. One person shared "I don't think there is any aspect of my care that could be made better". This evidenced that people's wellbeing needs were being considered holistically within and beyond their stay in Leuchie House.

The dedicated technology team supported people with their own devices, making adaptations to ease use for guests. The team also considered guest's experiences with technology at home, supporting guests to access equipment such as voice activated electronic devices. The rooms in Leuchie had voice activated curtains, lights and video calling facilities. This allowed people to remain independent and maintain meaningful connections whilst staying at Leuchie. The use of technology was unique, innovative and supported people's wellbeing during and beyond their stay at Leuchie House.

Some comments from people who have used the service include: "I love everything about this place" and "The service is a gift from the stars. Absolutely fantastic, it's amazing."

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good.

Quality Indicator 3.3 Staffing arrangements are right and staff work well together

During discussions, people shared that they got to know staff quickly, that they frequently saw the same staff during their visits and they know their likes and dislikes. One person shared "care staff know me very well and care for me very well." This promoted continuity for guests.

Rotas sampled showed that staffing was consistently above minimum numbers, allowing room for sickness and minimising the risk of understaffing impacting the care delivered. Feedback from people and staff showed that staff had enough time to do their jobs well and were able to spend time with guests in the service. A previous guest shared "compared with my carers at home, they have so much time. There is no rushing." Another guest shared "I've never waited long for anything". This showed that people had timely access to care.

Staff checked on SSSC register were found to be registered appropriately. The service shared that they will support staff with outstanding requirements to complete SVQ training.

Recruitment files sampled showed strong recruitment and induction procedures. Staff were up to date with mandatory training and were encouraged to develop within their roles. This promoted safety for guests and supported retention of staff.

Nursing staff completed additional training including PEG feeding and catheterisation. This supported continuity for guests and avoided the use of external services to support nursing needs.

Staff felt well supported and had regular supervision with the appropriate senior person. Samples of supervision documents showed that 1:1 sessions were person centred, and staff said they felt able to raise any concerns they had during these sessions. Feedback from staff suggested that any issues staff raised were dealt with quickly. Staff had regular team meetings and access to an employee assistance program if required. This supported the wellbeing of staff within the service.

Feedback from staff was positive with one person sharing "everyone describes working here like being in a family, which is true". Another member of staff shared "I love Leuchie. Really rewarding and nice place to work. It's easy to go in, enjoy your job and go home."

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

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|--|---------------|
| How well do we support people's wellbeing? | 6 - Excellent |
| 1.3 People's health and wellbeing benefits from their care and support | 6 - Excellent |
| 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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