

Knowesouth Care Centre Care Home Service

Knowesouth
Jedburgh
TD8 6ST

Telephone: 01835 863 161

Type of inspection:
Unannounced

Completed on:
10 April 2025

Service provided by:
St Philips Care Limited

Service provider number:
SP2003003516

Service no:
CS2003010295

About the service

Knowesouth Care Centre is a care home registered to provide a 24-hour care service to a maximum of 50 older people. The provider is St Philips Care Limited.

The care home is set in a rural setting close to Jedburgh and is divided into two buildings joined by a covered walkway. The original house, Elm View, is an adapted country house and has recently had extensive refurbishment offering 9 rooms, all of which are en-suite. Oak Vale, has three floors with communal lounges and dining areas where up to 35 people can be supported.

During the inspection there were 42 people residing in the care home.

About the inspection

This was an unannounced inspection of the service which took place on 1 and 3 April 2025. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection information was reviewed 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 people using the service as well as feedback from relatives. We also spoke with management and staff, observed practice and daily life as well as reviewed a wide range of documents.

Key messages

- Staff were knowledgeable about people's care needs and showed genuine caring and respectful attitudes when supporting people.
- People living in the care home and their families were happy with their care.
- People living in the nursing home and staff benefitted from staffing levels that supported their care needs.
- Effective leadership ensured the right care and support was in place to meet the desired outcomes.
- Mealtime experience gave access to a variety of meals and drinks and choice promoted.

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?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	4 - Good
How well is our care and support planned?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for people and clearly outweighed areas for improvement.

People experienced care and support with compassion because there was warm, encouraging positive relationships between staff and people living in the home. Staff were knowledgeable about those in their care and how to meet their needs. This meant that people could be confident that staff supporting them were well informed and worked consistently to help them achieve the outcomes that they had identified.

Staff encouraged people to be independent promoted choice as well as carrying out meaningful interactions. This ensured peoples wellbeing and sense of worth was enhanced by staff who were knowledgeable and skilled.

Feedback from those residing in in the nursing home and their relatives was good, one relative told us "the staff are friendly, sympathetic and understanding. They always answer my questions and are very patient with myself and my mum".

There were no restrictions on family visiting, family and friends were invited into the home which allowed further opportunities for people to connect with those who are important to them.

Activities had definitely improved since last year. Staff supported activities and worked alongside the activity coordinator and provided a range of events and activities. The company now pays for the activity coordinator to have access to a monthly activity newsletter which shares ideas on different activities. Over the course of the two days spent in the home during inspection there were many activities taking place and more was planned for the upcoming months. The residents enjoyed their time outside in the garden area and staff were present to maintain peoples safety. Dates for entertainers were booked as well as activities such as church services and pet therapy. Many of these activities encouraged people to move and change positions, for example, seated exercise groups. Some people enjoyed quizzes, participated in gardening and musical events. People were able to choose how to spend their day, and this meant they were listened to, and treated respectfully.

There was an electronic system in place for administering medication used in the home which minimises the risk of medication errors. This links in to pharmacy regarding stock and the ordering of prescribed medication. Management monitored and audited medication to ensure any errors had been acted upon as well as stock control and storage of the medication. Staff received regular training to ensure safe practice which benefitted people's health and this was followed up by observations of practice carried out by management to ensure that staff were competent and skilled. People could be confident that the staff who supported them to take their medication safely had the correct knowledge and training.

People benefitted from access to tasty, varied and well balanced meals and choice was promoted. The chef was familiar with the current dietary needs of each person and spent time getting feedback to see what people enjoyed or what they would like to see on the menu. Throughout the day, they were supported to meals, snacks and drinks. Hydration was promoted well and recorded where necessary. Management and senior staff had a good overview of each person's nutrition and strategies were in place where anyone was at risk of malnutrition.

People had access to external professional support such as GPs, District Nurses and Opticians when this was needed. Nurses were on shift daily and able to spot and assess any deterioration or change in needs of those they supported. A daily huddle took place as well as a weekly clinical meeting where any changes in health would be discussed and appropriate referrals made where required.

People benefitted from a range of assessment of health and care needs which informed support plans and risk assessments. Key processes such as the monitoring of people's weight, falls and risk assessments were in place and were regularly reviewed.

How good is our leadership?

4 - Good

We evaluated this key question as good where strengths impacted positively on outcomes for people and outweighed areas for improvement

Systems were in place to assess and monitor the quality of the service and environment. Good relationships and communication were witnessed between staff and management. Audits were carried out by the management team and high standards promoted which included observations of practice which are essential to highlight areas of care that could be improved upon and ultimately improving outcomes for people residing in the home.

Team meetings and supervisions were taking place. This ensures people benefit from a culture of continuous improvement. All staff benefitted from a range of training. People could be reassured the staff were competent and knowledgeable.

The manager had a good oversight and monitoring of the service to ensure people experience safe care and support and promoted good practice within the home. There were good relationships with external healthcare professionals. One stated "Staff clearly know their patients and care for them. Knowesouth are lucky to have a manager who cares both for his staff and patients with compassion. Struggles with staff turnover are challenging throughout the sector. Knowesouth deals with this challenge more effectively than most"

Feedback from relatives and staff regarding management was good . One relative told us 'It's a happy camp here, the manager is very good at lifting mood and spirit of the staff, he keeps me up to date with anything I need to be involved with. I can speak to him at any time". A staff member stated 'Everything goes well, especially support and cooperation of the management and staff with each other. This plays a crucial part in the best environment for residents'. This fosters a supportive and collaborative approach which leave staff feeling valued.

A lot of improvements have been made since the last inspection, the manager demonstrated a clear understanding about what is working well and what improvements are still needed . This will ensure people benefit from a culture of improvement.

How good is our staff team?

4 - Good

We evaluated this key question as good where strengths impacted positively on outcomes for people and outweighed areas for improvement

The staff team were established and worked well together. There was respectful communication within the team which created a warm atmosphere because of good working relationships. People supported received care from consistent staff who knew them well and who had built up caring relationships with them.

All staff had access to a range of training, both online and face to face. Training was monitored by the manager to ensure staff training was relevant to meet the ongoing care and support needs of those they supported.

Staff arrangements were informed by assessments of people's needs. These were updated using the provider's dependency tool. During our inspection, staffing levels appeared to provide staff with adequate time to provide staff enough time to offer compassionate care and support.

We saw that supervisions took place. This offered staff opportunities to discuss their learning and development needs and reflect on their practice which promotes positive outcomes for people residing in the nursing home.

Staff were all registered with relevant professional bodies and had an understanding of their responsibilities.

People benefitted from safe recruitment and induction which reflected positive outcomes for people experiencing care.

How good is our setting?

4 - Good

We evaluated this key question as good where strengths impacted positively on outcomes for people and outweighed areas for improvement

The home has had further refurbishment since the last inspection and more is included in the action plan.

The home had a relaxed and welcoming atmosphere and reflected the ages of the people living there. People could choose to sit in a communal area or enjoy their own company in their own room.

People's rooms were decorated and had their own belongings of which some had brought from their own home. This ensured people felt at home with familiar things around them. However, not all rooms were the same, some needed to be more personalised though this was planned.

The living environment was clean, and clutter free. Communal bathrooms were clean and spacious to allow for the use of mobility aids if required.

Maintenance of the environment and equipment was well organised, checks completed in line with requirements.

How well is our care and support planned?**4 - Good**

We evaluated this key question as good where strengths impacted positively on outcomes for people and outweighed areas for improvement.

Support plans reviewed were person centred and informative. The plans were easy to follow and gave a good background on the person, their life, medical history and who was important to them. There was some good write ups on skin care as well as dietary and hydration needs. The support plans had relevant information to deliver the right care and support for that person. Improvements have been made.

Anticipatory care plans were in place though some needed expanded upon as well as discussions with next of kin or family members. Overall these were good but can be improved upon.

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

In order to evidence people, have their dental hygiene needs met, the provider must ensure documentation and recording of dental hygiene is in place.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"My needs are agreed in my personal plan, are fully met, and my wishes and choices are respected" (HSCS 1.23) and "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14)

This area for improvement was made on 15 April 2024.

Action taken since then

Knowesouth had a recent dental inspection who were impressed with the overall improvement in the standard of oral care.

Documentation has improved and management are working with staff to reiterate the importance of the documentation.

This area for improvement has been met.

Previous area for improvement 2

To support people to receive a balanced and nutritional diet which is appropriate to their individual needs and to ensure the mealtime experience is enjoyable, the provider should ensure people have choice.

This is to ensure care and support is consistent with the Health and Social Care Standards which states that:

"I can choose suitably present and healthy meals and snacks, including fresh fruit and vegetables and participate in menu planning" (HSCS 1.33) and "I can enjoy unhurried snacks and mealtimes in as relaxed an atmosphere as possible" (HSCS 1.35)

This area for improvement was made on 15 April 2024.

Action taken since then

Choice is now readily available and much improvement was seen since the last inspection. Chefs received feedback from the residents regarding what food they would like to see on the menu.

This area for improvement has been met.

Previous area for improvement 3

In order to improve people's physical and mental wellbeing you, the service provider, should review the way in which activities and social interaction made available for people, within and outside the home. People should be supported and enabled to participate in the way that suits them best.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors" (HSCS 1.25)

This area for improvement was made on 15 April 2024.

Action taken since then

The service has now subscribed to a monthly newsletter which helps in the planning of new and different activities that can be carried out in the home. The staff were also very good at spending quality time with people they support. During the inspection many activities were noted both in and outside of the home.

This area for improvement has been met.

Previous area for improvement 4

In order to improve staff well-being, development and ensuring staff are competent, skilled and able to reflect on their practice and continue to meet the needs of those in their care, the provider must ensure that structured team meetings and supervisions are in place.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

"I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14) and "I use a service and organisation that are well led and managed" (HSCS 4.23)

This area for improvement was made on 15 April 2024.

Action taken since then

Evidence was readily available to show the improvements made since last year. The deputy manager now has supernumerary time to support the registered manager to carry out supervisors and team meetings. Much improvement has been made.

This area for improvement has been met.

Previous area for improvement 5

People should be reassured that their personal plan contains the most current and up to date information including anticipatory care. Staff should develop these further to include full and current details of people's health and wellbeing needs and wishes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my choices and wishes' (HSCS 1.15), and 'I am supported to discuss significant changes in my life, including death or dying, and this is handled sensitively' (HSCS 1.7).

This area for improvement was made on 18 November 2021.

This area for improvement was made on 18 November 2021.

Action taken since then

Support plans reviewed were person centred and informative. Much improvement has been made since the last inspection.

Anticipatory care plans were in place though some needed expanded upon but all residents had one in place Overall these were good but management continue to make improvements.

This area for improvement has 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.

Detailed evaluations

How well do we support people's wellbeing?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	4 - Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
2.4 Staff are led well	4 - Good
How good is our staff team?	4 - Good
3.1 Staff have been recruited well	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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