

Falls Of Dochart Retirement Home Care Home Service

Main Street
Killin
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Telephone: 01567 820 237

Type of inspection:
Unannounced

Completed on:
17 March 2025

Service provided by:
Killin Care Trust

Service provider number:
SP2003002691

Service no:
CS2003011499

About the service

Falls of Dochart Care Home is located in the village of Killin and are registered to care for a maximum of 12 older people. The home is a stone-built Victorian villa on two levels. There is a passenger lift for residents to access upstairs bedrooms. There is a comfortable well maintained garden to the rear of the house with a sitting area at the entrance of the home.

Killin Care Charitable Trust has responsibility for the service. The trust operates with a board of ten members.

In the information brochure held by the service, one of the service aims is stated as follows:

Falls of Dochart aim to offer a safe, warm, friendly atmosphere so that all residents may enjoy their retirement years secure in the knowledge that their medical and personal needs will be taken care of in a professional and caring manner.

The service has been registered with the Care Inspectorate since April 2002.

About the inspection

This was an unannounced inspection which took place from 11 March to 17 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 eight people using the service and some of their family and friends
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals.

Key messages

People were treated with the utmost dignity, compassion and respect.

The team at Falls of Dochart were committed to providing an excellent standard of care that was very person centred.

Staffing levels were determined based on people's needs 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?	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.

People were treated with the utmost dignity and respect and staff had genuine kind and respectful relationships with people. People were involved in developing their individual care plans which were very detailed, with clear risk assessments that focussed on empowerment, while still protecting people. This included risks around maintaining independence with (for example) mobility and managing finances. Staff knew people very well and this included their family circle, their preferences and passions, what they preferred to eat and drink and how they wanted to spend each day. Despite this, staff never made assumptions and continually supported decision making without imposing choices. This meant that people had control over their support which was exceptionally person centred. People told us that they "really felt at home" in Falls of Dochart.

Because the team maintained a high focus on independence, people were able to experience involvement and inclusion in the local community. People joined in regular strength and balance sessions both in the care home and at classes in the village, which supported health and mobility. Where people had hobbies and interests prior to coming into Falls of Dochart, these were maintained wherever possible, for example, tending the community garden and attending local groups. When it was not possible to continue due to people's health and ability, staff emulated people's preferred activities within the care home while still making sure everyone was able to get out and about in the village and participate in community life.

The mealtime experience was extremely 'family' focussed where people were served with their preferred meal in their choice of location. Many chose to sit around a large table with staff, eating together, sharing their morning and planning the afternoon together. People ate and drank well and recordings were kept up to date. Where people had unintentionally lost weight, there was clear plan to support this, including referral to the appropriate healthcare specialist.

People had excellent access to a variety of health professionals. Staff had close and positive relationships with the multidisciplinary healthcare team who visited the service on a regular basis and were available to offer support at short notice, when required. This meant that people were able to receive specialist support when they most needed it.

How good is our staff team?

5 - Very Good

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

The service recruitment processes were clear and effective, and there was regular planned supervision and annual appraisal which informed the service training activity. There was very good management oversight of training needs and participation which was linked to improving outcomes for people.

People could be confident in the staff team because they were motivated, worked well together and had formed very good relationships. Staff were visible and available to people throughout the day and were very responsive to people's needs.

Assessment tools were used to determine staffing levels and because management and staff understood people's needs so well, staffing levels were arranged to support these. When the service occasionally had to use agency staff to compliment staffing levels, this was organised and planned well. The information available for agency staff was easy to access and well informed to support consistency in people's care and support.

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?	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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