

Kinmylies Lodge Care Home Service

Kinmylies Lodge Nursing Home
1 Kinmylies Way
INVERNESS
IV3 8TP

Telephone: 01463718544

Type of inspection:
Unannounced

Completed on:
2 May 2025

Service provided by:
Kinmylies Care Limited

Service provider number:
SP2021000167

Service no:
CS2021000270

About the service

Kinmylies Lodge is registered to provide a service to a maximum of 18 adults with mental health needs.

The care home is situated in a quiet residential area of Inverness which is close to the local shops and services. It is a purpose-built building with sixteen en-suite rooms and two small apartment rooms. The apartment rooms provide the opportunity for people to be supported towards moving into their own tenancies in the community. There is a well-equipped kitchen where people can be supported to make meals, two lounges and a dining room.

About the inspection

This was an unannounced inspection which took place on 29 to 30 April 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 six people using the service and one of their family and friends;
- spoke with four staff and management;
- observed practice and daily life;
- reviewed documents;
- spoke with visiting professionals.

We undertook a Short Observational Framework for Inspection (SOFI).

We obtained feedback via pre-inspection questionnaires from one family member, three members of staff and seven visiting professionals.

Key messages

People liked living here.

People's health and wellbeing benefitted from the care and support being provided.

Multi-disciplinary team members felt involved and well informed, telling us they were very satisfied with the standard of care and support provided.

Leaders knew the strengths and areas for development of the service well.

There were some areas of discord with staffing but management had put in place actions to address this.

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 setting?	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 made an evaluation of very good for this key question. This means there were major strengths in supporting positive outcomes for people.

The atmosphere within the home was welcoming, friendly, relaxed and calm. People knew the staff team well and we saw examples of kindness, humour, fun and respectful interactions between people living there.

A stakeholder told us:

"I think the best comments are when service users give positive comments about the staff and service, they receive at Kinmylies. I hear this regularly".

When asked about what they like about living here, people told us:

"I am not lonely" and "I have friends".

"I like everything".

This meant people were respected and valued as individuals.

Staff told us there has been discord amongst some of the team members. However, this does not appear to have had a negative impact upon the care that people received and management have been proactively seeking to improve team relationships.

During this inspection we saw evidence of an extensive list of activities available to people, both within and out with the home, to promote physical and mental wellbeing. People told us about activities being personalised to support their own interest, such as attending a local walking group, music lessons and going to the theatre. One person told us "The best part of living here is the activities...they come up with brand new ideas of things, they try to chop and change". This showed that people got the most out of life because the people and organisation who support and care for them had an enabling attitude and believed in their potential.

The layout of the home encouraged social interaction and connection. People had access to a fully enclosed, accessible courtyard garden area with various seating areas. We observed people accessing this area when we visited, and it was well used for socialising throughout the day.

During this inspection we found evidence that the home were creative in looking at ways to support people live a healthy and more active lifestyle. A short observation was undertaken in the dining room, to capture the experiences of people who use this service. This provided evidence of a positive dining experience for people. People were provided with healthy choices for food and there was a varied menu, ensuring that people had a varied choice of food on a daily basis. People told us that: "The food is great, excellent". Drinking fluids was promoted, as was evidenced with the 'pop up' drinks bar as it was a warm day outside. People could access the kitchen, with support, if they wanted snacks or drinks throughout the day.

We examined a sample of medication administration records and found that people had received the right medication at the right time.

From looking at documentation, talking with people and feedback from stakeholders, it was evident that care plans were individualised, the needs, wishes and choices of people are respected.

Some comments from visiting professionals:

"I have seen evidence of staff actively engaging in person centred care planning. I am very happy with the care and support received by people who use this service".

"They know their residents well and make sure their care plans are relevant to their likes and needs".

"The staffing needs in Kinmylies Lodge prioritise the residents' needs. Matching their service to the needs of the individual in supporting their independence where appropriate".

It was apparent from discussion with the manager and staff that they had good insight and knowledge of the needs of people supported by this service. However, this was not always clearly reflected in documentation, such as care plans and 'outcome stars'. To promote better outcomes for people, goals in action plans should be specific, measurable, attainable, relevant and timely (SMART). The manager was aware of this and had identified it as an area that requires review on a regular basis to ensure better outcomes for people.

How good is our setting?

5 - Very Good

We made an evaluation of very good for this key question. This means there were major strengths in supporting positive outcomes for people.

People living in Kinmylies benefited from having a well maintained, clean, comfortable and homely setting. We found the environment to be relaxed, calm and welcoming. The home had a good layout, and was light and spacious.

External inspections of the home had taken place and the manager had sought advice and guidance with regards to improvements.

The design of the building was such that people could maintain their privacy or have access to communal living areas if they wish. There were two lounges which were used for activities. During our inspection people spent time socialising outside and had started to undertake gardening jobs, taking pride in their environment. There were two flats, where people had access to the courtyard, and we were told that one of the flats had its own 'private courtyard', it had some plants around the patio area which in effect coordinated off their own small space. People told us that their views had been sought about improvements for the outside space.

There were a wide and varied list of activities for people to participate in, if they wished. One of the activities that people spoke positively about was 'Helping Hands', where they could undertake small chores in the home, supporting them to become more independent. This appeared popular, and from discussion it gave people a sense of responsibility.

Rooms were spacious and personalised with people's own belongings, which were reflective of things they

enjoyed and liked. From talking to people and observations, people had a feeling of ownership and pride in the home, both private spaces and communal.

Several people told us "This is my home".

Rooms had their own ensuite shower facilities; however, people could choose to use a bath if they wanted.

Our observations and discussions with people about the environment were reflective of what visiting professionals told us:

"Setting is well maintained and welcoming".

"Kinmylies has a really calm, relaxed atmosphere that works well for my service user".

"Environment is exceptional - well designed and well cared for with a constant attention to improvement and development".

"Homely environment with refurbishments of rooms made when required with consultation with residents".

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 ensure people benefit from a culture of continuous improvement, the provider should ensure actions are fully completed when improvement is identified because of an incident, complaint or adverse incident and measures are in place to ensure improvement is sustained.

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

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19); and

'I use a service and organisation that are well led and managed'. (HSCS 4.23).

This area for improvement was made on 4 October 2022.

Action taken since then

During this inspection, the manager provided evidence of appropriate action being undertaken for reporting any management accidents and incidents.

There is evidence of reporting to the Care Inspectorate, in line with the Care Inspectorate Adult Services: Guidance on records you must keep and notifications you must make. From these the manager has been able to evidence appropriate actions have been undertaken and learning from incidents.

This area for improvement has been **met**.

Previous area for improvement 2

To support positive outcomes for people who use the service, the provider should ensure people living in Kinmylies benefit from a warm atmosphere because there are good staff working relationships and a culture of respect and equality.

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 is consistent and stable because people work well together'. (HSCS 3.19).

This area for improvement was made on 4 October 2022.

Action taken since then

During this inspection staff told us that they like working at the home and with the people they support. However, several staff told us about ongoing issues of discord with staff relationships. They identified that leadership has taken steps to address the discord.

The manager has acknowledged that there are issues within the team, and he has shown initiative in trying to resolve and promote good team working relationships. For example, training was undertaken with the team in February 2025 and the rolling out a focused development plan to strengthen teamwork and leadership at Kinmylies. The manager has also been having monthly meetings with some staff, both on an informal and formal basis.

We acknowledge that various steps have been taken by the service to address areas of staff discord. However, more time is required to continue to address issues and try to resolve and promote good staff working relationships.

This area for improvement has **not** been met and will continue to be in place.

Previous area for improvement 3

To support positive outcomes for people and improve accountability and financial independence for people living in Kinmylies, the provider should ensure that;

- a) people's outcome star and support plan accurately reflect the care and support they require and contain the most up to date information about their care and support needs;
- b) each supported person has a financial plan, which is signed by all relevant parties and reviewed regularly.

This is to ensure that care and support is consistent with the Health and Social Care Standards HSCS which state 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 wishes and choices'. (HSCS 1.15); and

'If I need help managing my money and personal affairs, I am able to have as much control as possible and my interests are safeguarded'. (HSCS 2.5).

This area for improvement was made on 4 October 2022.

Action taken since then

In addition to the care plan, people at Kinmylies Lodge have an 'outcome star' which provides a picture of what is going well and what needs to get better. The manager spoke positively about the use of the 'outcome star' in supporting people with their 'recovery.' From these, actions plans are in place for people. However, some would benefit from having more specific actions in place with measurable timescales (SMART).

There was evidence of the 'Managing my money' document now being in place. It documents who the financial appointee is, the monthly budget and what people like to spend their money on. This is reviewed and signed on a regular basis by the key worker and person supported by the service. However, information about ways in which people are to be supported with finances requires to be better documented in care plans and the 'outcome star'. This is to ensure that the support plan reflects the care and support people require.

Since the last inspection we were told that four people have been supported to open their own bank accounts. Staff to continue with the good progress in supporting people to have more independence with their finances.

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our setting?	5 - Very Good
4.1 People experience high quality facilities	5 - Very Good

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