

Finavon Care Home Care Home Service

Blair Avenue
Glenrothes
KY7 4UG

Telephone: 01592 773033

Type of inspection:

Unannounced

Completed on:

14 June 2018

Service provided by:

Kingdom Homes Ltd

Service provider number:

SP2003001615

Service no:

CS2017362767

About the service

This was the first inspection of Finavon Care Home under the ownership of Kingdom Homes Ltd. Registration transferred from the previous service provider on 31 May 2018.

Finavon Care Home is a purpose-built care home, located in Glenrothes, Fife and is registered to provide care to a maximum of 24 older people.

The home is arranged into two sections, which are separated by a split-level corridor. Each area has its own sitting/dining room and communal facilities. People are accommodated in single rooms with an en suite shower room and a small kitchen area, where they can make light snacks or prepare hot and cold drinks if they wish to. People are able to move between the two sections and both areas have access to a well set out, enclosed garden area.

Kingdom Homes Ltd aim is "to support the residents in our care to enjoy, to the greatest extent, their rights as an individual by following these key principles: privacy, wellbeing, independence, and security".

When carrying out this inspection, we acknowledge that the service had only been in operation with the new owners for two weeks. Hence, many of the management processes were still in transition.

What people told us

We spoke with seven people using the service and gathered comments from one Care Standards Questionnaire. Despite some negative comments about the number of staff and management of the home, most people were, overall, very happy with the home and the care provided.

We received comments such as:

- "Staff are very accommodating."
- "If you want anything, they come and do it."
- "Management leaves a lot to be desired."
- "I am not aware of any entertainment arrangements."
- "I have seen no difference in the change of company."

We spoke with one relative/carer. They were very happy with the care and support provided and gave favourable feedback on the staff and management. Staff were described as approachable and were praised for helping their relative do more for themselves. The home was seen as being well run.

Self assessment

The service had not been asked to submit a self assessment prior to this inspection taking place. We were advised of the service's plans to improve the quality of care provision and how these would be taken forward. Advice was given to the service manager about possible formats for setting out the service's improvement plan.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

People were treated with dignity and respect. Staff engaged well with people using the service and their families/visitors. This helped people feel comfortable and safe in the home.

Staff were familiar with people's care and support needs and knew their routines and personal preferences. This helped ensure that people were provided with the care they needed, in a way that respected their personal abilities and choices.

Care delivery was supported by well developed care plans. These were gradually being transferred to new documents, which were prescribed by the home's new owners. In doing so, the service acknowledged the need to include more information about promoting people's independence. This would help ensure that all staff could consistently deliver the good standard of care we observed.

We noted that many people spent much of the day in their rooms. Whilst this may be due to personal choice, it could also be due to a lack of encouragement to take part in social and recreational activities. The service acknowledged that there had been little in the way of organised activities in recent weeks and stated they would review the situation as part of the service improvement plan. This will be examined at future inspections.

People could expect to be involved in planning and reviewing their care. This is important in ensuring that care reflects people's needs and wishes. We saw that people using the service and/or their representatives were regularly involved in reviewing the care provided. Formal legal frameworks were also in place to support people who lacked capacity to manage their own affairs. In many cases, however, six-monthly reviews of wider care and support needs had not taken place for some time. The service stated that they aimed to address this and would invite relevant health and social work services to such reviews.

People had regular input from healthcare professionals to help them keep physically and mentally well. Health assessments had been carried out and were reviewed regularly. Appropriate input was received from a variety of healthcare professionals (such as GPs, district nurses, community psychiatric nurses (CPNs), and opticians).

People could enjoy their meals in dining rooms, or the comfort of their own room, according to personal needs and choices. People required little in the way of assistance to eat and drink. However, this was available if required. The choice and quality of food was of a high standard.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

People lived in a well decorated and clean environment. Their rooms were of ample size and had an en suite shower room and small kitchen area. People were encouraged to make their rooms more homely by bringing personal possessions into the home. This helped people feel more comfortable and valued as individuals.

Independent living was supported by staff in their interactions with people. However, this could be further improved by developing signage and colour schemes in 'public' areas of the home. This would help people living with dementia and cognitive impairments find their way around more easily. The service undertook to review the home's environment in this respect, using the King's Fund Environmental Assessment Tool. This will be reviewed at future inspections.

Access to the outdoors is important in ensuring that people can get fresh air and physical exercise. We noted that support was available for people to visit local shops and activities. There was also an enclosed garden area, which could be easily accessed by people. This was well set out with a large patio area and raised plant beds.

When registering under the new service provider, conditions were made in respect of the need to develop medicine, laundry, and sluice areas. The service had submitted an action plan in respect of this and will be examined at future inspections.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Because the service had only recently been acquired by Kingdom Homes Ltd, staff were still in the process of contractual transfer between employers. This was progressing well in line with the new owner's established recruitment processes.

We noted that staff supervision and training had been limited during the period of transfer between service providers. However, clear plans were in place to re-establish this under the new owner's processes. This included providing links with Scottish Vocational Qualifications (SVQs) assessors and Kingdom Homes Ltd's own training facility. This will be important in ensuring that staff members can deliver care that reflects good practice and that people consistently receive high standards of care. Developments will be followed up at future inspections.

Although the change of ownership proved challenging for many staff, people continued to be treated with compassion, dignity, and respect. We saw good engagement between staff and people using the service. Staff recognised the importance of promoting people's independence.

Staff were, however, busy during the mornings, which sometimes impacted on their ability to respond promptly to calls for assistance and organise activities. Despite this, we noted that staff spent time in ensuring that people were comfortable and advised them, where possible, of delays in responding to calls. The service acknowledged the issues identified and stated that they would be reviewing the organisation of care as part of the service improvement plan. This will be examined at future inspections.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

Interim management arrangements had been in place during the change between service providers. A permanent manager had been appointed and was due to start at the home in the days following the inspection. The service provider recognised this as an important step in ensuring that the service could establish itself under new ownership and move forward with developments. Early attention to setting up a service improvement plan will play an important part in this. The need for this has been made subject to a recommendation and will be followed up in discussions with the service provider, as well as at future inspections (**see Recommendation 1**).

People should be confident that processes are in place to ensure that care records are up to date and that policies and procedures are working properly. This is important in ensuring that the service operates in a safe

and effective way. Because the service had recently changed ownership, it was not possible to fully assess the operation of audit and quality assurance processes. However, the new service provider was a well established organisation and already had clear systems in place. The operation of these will be reviewed as part of future inspections.

People using the service, their families/carers, and staff members had been informed of changes being made to the operation of the service. We were encouraged to see that they had also been involved in meetings to discuss a variety of issues, such as development of activities and the garden area. The importance of continually involving people in developing the service, and feeding this into the service improvement plan, was underlined. This would help ensure that developments reflect the needs and wishes of people using the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To help establish the new service provider's processes for managing people's care and support, and to continuously develop better outcomes for them, the service provider should develop an improvement plan for the service.

This should set out ideas and plans for improving the service and should involve a variety of stakeholders (e.g. people using the service, their families/carers, and staff members). The service provider was asked to submit a copy of the improvement plan to the Care Inspectorate by 30 September 2018. This will assist in supporting progress with developing the newly registered service.

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).

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since registration with the new service provider.

Enforcement

No enforcement action has been taken against this care service since registration with the new service provider.

Inspection and grading history

This service does not have any prior inspection history or grades.

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