

Methven House Care Home Service

14 Bennoch Road
Kirkcaldy
KY1 1YQ

Telephone: 01592 260420

Type of inspection: Unannounced
Inspection completed on: 31 May 2018

Service provided by:
Kingdom Homes Ltd

Service provider number:
SP2003001615

Care service number:
CS2005102454

About the service

Methven House is registered to provide 24 hour care for a maximum of 62 people. The home offers long-term residential and nursing care for older people. The service is provided by Kingdom Homes Ltd and has been registered with the Care Inspectorate since 1 April 2011. The home has three levels, all rooms are spacious and have en suite facilities. All bedrooms have a telephone and television point and pleasant views from windows.

Outside the home, there is ample car parking to the rear of the building. At the front of the home there is a large open garden space. An enclosed garden, with raised flower beds, is at the back of the home. The property is close to local amenities and accessible to Kirkcaldy town centre. The home is situated adjacent to the local railway station.

There were 58 people living in Methven at the time of our inspection. Since our last inspection, a new manager has been appointed. The registered manager and depute were available to support the business of inspection.

What people told us

The views of people living in Methven House and their visitors were gathered throughout the visit. We carried out SOFI 2* observations and had support from our inspection volunteer scheme**

We were encouraged by the feedback which was generally positive with staff continuing to be held in high regard. We were further encouraged by the individual detail reported as examples where care and staff made a difference to resident's quality of life. We were also aware of ongoing complaint work which provided reassurance about continuing work being undertaken to act upon any concerns raised.

Comments included:

- "felt strange at first but the lassies helped me settle"
- "would complain if I had to..."
- "getting on not too bad" and " go out of their way to make sure you're alright"
- "very well organised".

We received twelve completed care standards questionnaires before this visit and spoke with one visiting relative. We were again encouraged that most staff were held in high regard and by reports about recent improvements in the way care and support is organised. When negative comments were made we explored these further and communicated them anonymously to the service, with a view to guiding improvement.

Written comments included:

- "overall, I am happy with the service I receive"
- "there have been the odd occasions when items of clothing have went missing"
- "I am currently very happy with the care I receive here at Methven"
- "I am very happy with the care and support I receive"
- "the care and attention my (relative) receives at Methven House have exceeded my expectations. The staff keep my mind at rest".

"overall I am happy with care my (relative) receives in Methven House..... I feel care is not taken when things are taken to the laundry or put in the bin. Some of the rooms could also do with carpets being replaced as there is an odour occasionally. I also have to say the carers are wonderful as are the cleaners. They are so loving and attentive to my (relative)"

From our SOFI 2 observations:

Our overall observations reflected very good interactions. Staff demonstrated genuine affection, care and concern for residents. Nothing was rushed and this allowed residents to be independent and relaxed. It was encouraging to see staff vary their approach to individuals, demonstrating a respect for their differences without drawing attention. Staff obviously knew the people in their care and provided any assistance or direct supervision, discreetly.

We were encouraged by the balance between encouraging diet and fluids to be taken alongside the choices made by residents. The lunchtime experience was sociable with a real sense of fun at times. The food was enjoyed and we can be confident that the provision of meals had a positive impact on the quality of life enjoyed in Methven in terms of social enjoyment, health and wellbeing.

* SOFI 2 is a Short Observational Framework for Inspection. We use SOFI 2 as a tool to assist us in directly observing the experience and outcomes for people who may be unable to tell us their views.

** An Inspection Volunteer is a member of the public who volunteers to work alongside Care Inspectorate Inspectors during the inspection process. Inspection Volunteers have a unique experience of either being a service user themselves or being a carer for someone who uses or has used services. The Inspection Volunteer's role is to speak with people using the service (and potentially their family carers, friends or representatives) being inspected and gather their views. In addition, where the Inspection Volunteer makes their own observations from their perspective as a recipient or a carer, these may also be recorded.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection. As part of our inspection we discussed the way this service could develop and present their improvement plan.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

What the service does well

We were encouraged by evidence of positive experiences gathered from observations, sampling records, feedback from residents and relatives and, discussions with management and staff. As a result we could be confident that people could experience good outcomes while accessing the service provided by Methven House.

Evidence from our observations and feedback from people using the service and their visitors verified they experienced compassionate care, could maintain their dignity and were treated respectfully. There was a positive climate of care supported by genuinely caring staff who demonstrated good knowledge of the people in their care, and in terms of what they needed, wanted and how they may behave. Interactions were seen to cultivate positive results in terms of encouraging activity, eating, drinking, independence, humour and choice, plus allowing time to check levels of satisfaction.

Care records sampled could direct staff in their support of people. As a result we can be quite confident in the move towards person centred service delivery being reflected within records.

Proper systems were seen to be in place to support the management of service user finances, medication, accidents and incidents, property and equipment. Staff demonstrated good knowledge of these systems. As a result we could be confident in service compliance with all legal requirements.

Feedback from people using the service and visiting relatives verified their confidence in the management and reported feeling safe. They also confirmed they felt well informed and involved in personal decisions in regard to healthcare. As a result we can be confident in improvements recognised at our last inspection had been maintained.

Staff training was well supported and our discussions with staff confirmed they reflect on their performance in regard to guidance and best practice shared at training events. The provider had a wide range of relevant policy and procedure in place to guide and support staff practice which staff made reference to in discussions around their training and supervision. As a result we could be confident in the positive climate of care would continue to support learning and development.

What the service could do better

We recognise care records remain a work in progress. In order we can be confident that records may clearly reflect the experience of the resident the provider could continue to develop staff understanding around the evaluation of outcomes within reviews.

The current complaint work being carried out by the manager and provider could support improvements in the day-to-day completion of charts and hand over information. As a result we might expect to find a continued growth in confidence shared by everyone with an interest in the home.

We were also encouraged by the provider's ambitious staff training and development programme. We recognise a focus on establishing a sound framework for induction and training available for new starts as evidence of a commitment to supporting staff performance that reflects good practice. More locally we were encouraged by the focus for improvement in relation to the quality in completion of charts essential to informing care records.

Since our last inspection, we have been encouraged by the action plan approach to supporting improvements in record keeping, environment, staff and quality assurance. The application of our new Health and Social Care Standards could provide an opportunity to support the provider's self-evaluation and subsequent improvement planning.

In order to manage timeous repairs, the manager could consider a review of the environmental audit to include a check on progress with outstanding requests for repair or replacement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Inspection and grading history

Date	Type	Gradings
26 Jan 2018	Unannounced	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed
1 Feb 2018	Re-grade	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good 4 - Good
29 Jun 2017	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 4 - Good 3 - Adequate 3 - Adequate
12 Jan 2017	Re-grade	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed 3 - Adequate
29 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed Not assessed Not assessed
6 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership
		3 - Adequate 3 - Adequate 2 - Weak 2 - Weak
22 Feb 2016	Unannounced	Care and support Environment Staffing
		2 - Weak 3 - Adequate 2 - Weak

Date	Type	Gradings	
		Management and leadership	2 - Weak
22 Sep 2015	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
23 Jul 2015	Re-grade	Care and support	2 - Weak
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	2 - Weak
17 Apr 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good
24 May 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
11 Mar 2013	Re-grade	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
19 Jul 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
7 Dec 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	5 - Very good
10 May 2011	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed

Date	Type	Gradings
		Management and leadership 5 - Very good
14 Oct 2010	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
8 Jun 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
8 Mar 2010	Unannounced	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership 4 - Good
10 Dec 2009	Announced	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership 4 - Good
27 Jan 2009	Unannounced	Care and support Not assessed Environment Not assessed Staffing 4 - Good Management and leadership 4 - Good
14 May 2008	Announced	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good

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