

## Kincarrathie House Care Home Service

Pitcullen Crescent  
Perth  
PH2 7HX

Telephone: 01738 621828

Type of inspection: Unannounced  
Inspection completed on: 6 November 2017

**Service provided by:**  
Kincarrathie Trust

**Service provider number:**  
SP2003002118

**Care service number:**  
CS2003009760

## About the service

Kincarrathie House is a residential care home for older people which has been registered since 2002. The service is run on a voluntary basis by trustees of the Kincarrathie Trust.

Accommodation is provided within an extended detached Victorian house and comprises 44 single rooms, 43 of which are en-suite with bathing. There are also a number of sitting rooms, dining areas, sun rooms and a sun terrace. Many of the rooms have panoramic views over the grounds and beyond to Perth city.

The care home has extensive garden grounds which are accessible for wheelchairs. A walled garden is maintained within the grounds and provides fruit and vegetables for the care home.

## What people told us

We spoke with 13 residents during our inspection. All the residents we spoke with told us they felt well supported and spoke very highly of the staff. We heard that people could attend trips or participate in a comprehensive activity programme. Everyone we spoke with told us the food was very good and a common response from people was "we have no complaints at all."

We spoke with eight relatives who were visiting during our inspection. Everyone we spoke with spoke very positively of the care provided. Relatives told us the communication from everyone in the home was very good "from the top down" and they were made to feel welcome when visiting. Relatives praised the staff and told us "nothing was too much trouble."

We also considered 14 questionnaires returned to us from residents and nine from relatives. Again, these were mainly positive. Some comments we received were as follows:

"Staff are friendly and very helpful and also sensitive to the residents needs."

"I can no longer live at home but this is the next best thing, I am well cared for and staff are lovely""

"Fantastic service and level of care, first class care facility. My father is very happy here."

"The gardens are beautiful and the home has a lovely feel about it."

Two questionnaires from relatives indicated that missing clothing during the laundry service was an issue at times.

## Self assessment

We no longer request a self-assessment to be sent to us. Instead we look at the development plan held by the service. We were satisfied any areas of improvement were quickly identified alongside an appropriate action plan.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	5 - Very Good
Quality of management and leadership	not assessed

## What the service does well

Residents living at Kincarrathie House receive a very good level of care. We saw that care plans were completed well and other health care professionals were regularly involved with both their physical and mental wellbeing. We spoke with a mental health liaison nurse who provides support for residents who show signs of cognitive decline. We heard that staff are eager to support residents throughout changes in their presentation and are keen to learn ways in which to do this and at the same time enhance their skills and knowledge.

We saw that risk assessments were regularly updated and residents were provided with any equipment that promoted safety and ease of mobility. We also saw that residents were very much involved in their care provision and decisions around how their care should be delivered, and to what extent. This meant that choices were respected and people remained as fully independent for as long as possible.

Meal times were very efficient and the chef took time to gather resident's preferences each day prior to lunch being served. The chef was very knowledgeable about the dietary needs of residents and regular meetings took place with them to ensure their choices and preferences were considered relating to menu planning. Residents weights were monitored appropriately and advice was provided when required from dietician services.

Meaningful activity offered to residents was varied, plentiful and to a high standard. There are also good community links with local schools and nurseries and the residents told us they thoroughly enjoy this interaction. Meals were also prepared with local school children using home grown produce in the home gardens. Regular trips are in place, and activity that ensures light exercise is incorporated into their routines. This level of activity promotes the positive wellbeing of residents.

We saw that staff are recruited with all the required background checks in place and a period of induction is offered followed up with regular and continual training. This ensures that staff have the skills and competences required to meet the needs of residents. Staff we spoke with told us they worked very well together as a team and were supported well by the management team. Residents and relatives told us they held the staff in very high regard and that they were friendly, approachable and communicated very well. We also observed staff practice and found that interaction with residents was respectful and caring.



## What the service could do better

There were some small areas for improvement that we identified during our inspection.

We noted from the medication records that medication for two residents had run out. On a few occasions, there were missing signatures from the medication administration records so it was unclear if the medication had been administered as prescribed. Handwritten medication records should also reference the general practitioner as well as being signed by two staff members. We also looked at records for prescribed creams, and there were some gaps in the applications of some of these. We are confident however that these areas will be remedied quickly as the home has historically demonstrated a high standard in this area.

In discussion with new staff and the management team, we found that essential moving and handling training had not been carried out for all new staff who were on the staff rotas. We heard that due to a number of new staff members starting at the same time, alongside the availability of external training, that this had not been co-ordinated as well as it could have been. We discussed this with the management team and towards the end of our inspection we were able to see that immediate steps had been taken to organise additional training dates. We also suggested to the management team it may be beneficial to consider in house training for moving and handling. This would ensure that the statutory training requirements for new staff are met which would also include refresher training for existing staff.

We have made recommendations below in accordance with our findings.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 3

1. Records for the application of creams should evidence these are in accordance with the prescribed instructions.

**This is to meet National Care Standard 15 Care Homes for Older People - Keeping Well - Medication**

2. The service should evidence a robust stock control system for all residents to ensure medication does not run out.

**This is to meet National Care Standard 15 Care Homes for Older People - Keeping Well - Medication**

3. The service must ensure all staff have undertaken statutory training prior to being included in the numbers of staff on rotas.

**This is to meet National Care Standard 5 Care Homes for Older People - Management and Staffing Arrangements**

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
4 Aug 2016	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
2 Jul 2015	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
14 Aug 2014	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
14 Aug 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 Aug 2012	Unannounced	Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	5 - Very good
9 Nov 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
7 Jun 2010	Announced	Care and support	5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed Not assessed 5 - Very good
15 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
2 Jul 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
4 Mar 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed 5 - Very good
11 Dec 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good 5 - Very good



## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànanan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.