

# Kincarrathie House Care Home Service

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Perth  
PH2 7HX

Telephone: 01738 621828

Type of inspection: Unannounced  
Inspection completed on: 4 August 2016

**Service provided by:**  
Kincarrathie Trust

**Service provider number:**  
SP2003002118

**Care service number:**  
CS2003009760

## About the service

The inspection focused on standards of care for people living with dementia. We are using a sample of 150 care home services to look in detail at the standards of care for people living with dementia and this service is one of those selected as part of the sample.

The areas looked at were informed by the Scottish Government's Promoting Excellence: a framework for health and social care staff working with people with dementia and their carers and the associated dementia standards. It is our intention to publish a national report on some of these standards during 2017.

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 11 residents during the inspection. All the residents we spoke with were happy with the care and support they received and told us that staff treated them with respect and kindness. It was clear that staff were knowledgeable about how to meet the needs of residents including their need to remain as independent as possible. Residents told us that they discussed their interests and hobbies with staff prior to living in the home and that these were taken on board. One resident told us that "You would go a long way before you got anything better than this" and another said, "It's not home, but it's the next best thing."

Eight residents returned care standards questionnaires (CSQs) to us. Most respondents strongly agreed that a good service was provided by the service. One respondent told us:  
"I value my independence and I can maintain this in connection with life here."

## Self assessment

The Care Inspectorate received a fully completed self assessment from the service provider. The provider identified what the service did well and gave examples of areas for improvement and what action they intended to take.

## From this inspection we graded this service as:

|   |               |
|---|---------------|
| <b>Quality of care and support</b>          | 6 - Excellent |
| <b>Quality of environment</b>               | 6 - Excellent |
| <b>Quality of staffing</b>                  | 6 - Excellent |
| <b>Quality of management and leadership</b> | 6 - Excellent |

## Quality of care and support

### Findings from the inspection

People told us that they were well cared for at Kincarrathie House. It was clear that staff worked in a way which was person centred and enabled people to maintain independence in all aspects of their life. Care plans were well organised, reviewed regularly and kept up to date. Personal information was recorded and used to develop the care plan. Staff told us that they were confident about their responsibilities to protect people and identify people at risk of harm. This was supported by a robust adult support and protection policy. The service had excellent links with local health and social care professionals to meet the needs of residents.

Some people were living with dementia and cognitive impairment. We were pleased to see that all of the legal documents were in place to help staff with care decisions.

We observed staff supporting residents to participate in an activity. Staff supported residents with warmth and genuine interest in each individual. They took time to involve each resident and worked at their pace. The residents appeared interested in the activity and the discussion with staff and other residents. All residents seemed to be relaxed and having fun.

It was clear that involvement and participation was a value which underpinned the way the service worked. The service had an excellent participation strategy which ensured that residents, relatives, staff and other stakeholders had regular opportunities to express their views. An action plan for improvements based on feedback had been developed and shared with stakeholders through meetings and the service newsletter.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 6 – excellent

## Quality of environment

### Findings from the inspection

Kincarrathie House was set in extensive grounds. A walled garden provided residents with a well laid out, secure and private garden to spend time outwith the home. Gardeners were employed to tend the gardens and ensure that plants, flowers and produce grown in the garden were available to the service. Residents we spoke to told us that they go walking in the grounds every day unless it is raining.

# Inspection report

The home was attractively laid out and welcoming, with freshly cut flowers in the reception area. Bedrooms were personalised, furnished and decorated to a very high standard. All bedrooms except one had an en-suite with bathing and a programme to upgrade to en-suite wet floor shower rooms was ongoing. Residents had a key to their bedroom door which one resident said was "just like opening your front door."

Residents had access to a range of equipment to meet their mobility and safety needs. This included pressure mats, wheelchairs and mobility scooters. We found that equipment was well looked after and regularly maintained. A maintenance officer ensured that repairs were carried out as required and this was overseen by the management team.

We used the King's Fund environmental assessment tool to evaluate if the care home was dementia friendly. We found that the service provided an excellent environment for residents living with dementia, cognitive impairment and other conditions. Signs on bedroom doors were a similar colour to the door. The manager of the service agreed to review signage around the home to ensure that this supported changing needs and orientation for all residents. We found that the service promoted a calm, safe and secure environment for all residents. .

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

## Quality of staffing

### Findings from the inspection

Staff we spoke with told us that they received good support from the service, they were treated with respect and were asked their opinion. One member of staff said that "Overall, I find working here is a pleasure and both staff and residents are friendly."

From our observations we found that staff were pleasant, friendly, helpful and treated residents with respect. When we were talking to one resident in their bedroom, a member of staff came to the door, knocked and waited until they were invited in. Residents told us that this was usual practice in the home.

Staff told us that they felt involved in the development of the service. They were aware of the aims and objectives and could put forward ideas for improvements at team meetings and through staff surveys. Staff said that the service encouraged residents to be independent and to maintain their skills and abilities, for example by promoting continence and self medication where this was possible. They told us that they felt listened to by their managers.

Staff were supported in their role through regular supervision and annual appraisal. This allowed training needs to be identified and to discuss how any problems within their role might be dealt with.

Staff said they were able to request additional training including Scottish Vocational Qualifications (SVQs) which would further develop their skills and abilities and potential for career development.

The service encouraged staff to take on a leadership role and had link workers in place for dementia, continence, oral health, anticipatory care planning and medication. It was clear that the link workers took pride in developing this role and that their commitment allowed the achievement of positive outcomes for residents.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

## Quality of management and leadership

### Findings from the inspection

The service had a quality monitoring tool in place. We looked at a range of audits including care planning and medication administration. There was clear evidence that follow up action from audits was completed by relevant staff. Senior staff told us that they would meet on a weekly basis with the manager and this allowed them to discuss feedback from residents about their care and support and any action necessary to make improvements.

There was clear evidence to show that residents, relatives and staff were empowered to contribute to the development of the service. Aims and objectives of the service were reviewed on a regular basis. The service had an action plan to make improvements and changes to the service based on feedback from meetings and annual surveys. Residents were encouraged to contribute to the self assessment which was completed by the service.

Some residents were involved in staff interviews and showed visitors around the home. They told us that they were proud to do so and this allowed them to contribute to the running of the home.

A complaints procedure was in place and on display within the home. In the care service questionnaires returned to us prior to the inspection, some residents told us that they were not aware of how to make a complaint. We discussed this with the manager during the inspection and it was agreed that the service would regularly remind people about how to make a complaint through the service newsletter and residents' / relatives' meetings.

We looked at policies and procedures in relation to adult support and protection, medication administration and whistleblowing. These were suitable for the service and were up to date.

# Inspection report

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

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

## Previous requirements

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

## Previous recommendations

## 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).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

| Date        | Type        | Gradings   |  |
|-------------|-------------|--|--|
| 2 Jul 2015  | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 6 - Excellent<br>6 - Excellent<br>6 - Excellent<br>6 - Excellent |
| 14 Aug 2014 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 6 - Excellent<br>6 - Excellent<br>6 - Excellent<br>6 - Excellent |
| 14 Aug 2013 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>5 - Very good<br>5 - Very good<br>5 - Very good |
| 14 Aug 2012 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>6 - Excellent<br>5 - Very good<br>5 - Very good |
| 9 Nov 2010  | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>Not assessed<br>Not assessed<br>Not assessed    |
| 7 Jun 2010  | Announced   | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>Not assessed<br>Not assessed<br>5 - Very good   |
| 15 Jan 2010 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>Not assessed<br>5 - Very good<br>Not assessed   |
| 2 Jul 2009  | Announced   | Care and support<br>Environment<br>Staffing                              | 5 - Very good<br>5 - Very good<br>5 - Very good                  |

# Inspection report

| Date        | Type        | Gradings   |  |
|-------------|-------------|--|--|
|             |             | Management and leadership  | 5 - Very good  |
| 4 Mar 2009  | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>Not assessed<br>Not assessed<br>5 - Very good |
| 11 Dec 2008 | Announced   | Care and support<br>Environment<br>Staffing<br>Management and leadership | 4 - Good<br>5 - Very good<br>5 - Very good<br>5 - Very good    |

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