

Kincarrathie House Care Home Service

Pitcullen Crescent
Perth
PH2 7HX

Telephone: 01738 621828

Type of inspection:

Unannounced

Completed on:

23 January 2019

Service provided by:

Kincarrathie Trust

Service provider number:

SP2003002118

Service no:

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 asked people who used the service and their relatives to share their experience of Kincarrathie House. We spoke to a range of people during the inspection visit, including a GP. Prior to the inspection, we asked the service to distribute questionnaires to people using the service, their relatives and staff. Nineteen completed questionnaires were returned to the Care Inspectorate.

Our inspection benefitted from support through our inspection volunteer scheme. Our inspection volunteer spoke with ten residents and one relative. People we spoke to during the inspection talked very highly of the staff and management. They described staff as excellent, caring, kind, professional and compassionate.

They told us:

'Our relative has been here two years and the staff are excellent. The food is good and we are always welcome to have meals with her.'

'It's not home but it's the next best thing.'

'Activities for those with sight problems could be improved.'

'We're very happy.'

'Food - you get exactly what you want and there's always plenty of choice. The portions can be a little small but if you want more you only have to ask and the chef speaks to us every day.'

'It's a very well run home. The manager is very nice and you can approach her about anything.'

'I've had a stroke and the staff have really encouraged me to maintain my independence. The staff are excellent.'

'There's always lots of good things going on. I was at tai chi and I'm going to body building bingo. You can be old and happy if you make an effort.'

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?	6 - Excellent
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	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?

6 - Excellent

People should expect to get the most out of life because the people and organisation who support and care for them have an enabling attitude and believe in their potential. We saw that people were viewed as individuals and there was a culture of respect between staff and people living in the service.

The staff demonstrated an excellent level of skill and kindness in every aspect of supporting people. We saw excellent examples of genuine, warm care being given which resulted in positive responses from people being supported. This promoted a relaxed atmosphere in a homely, calm setting which people living in Kincarrathie House and their relatives told us they appreciated.

The service had invested in innovative activity projects to help engage people in a meaningful way, if they chose to participate. Two activity co-ordinators were in post although all staff understood the benefits people gained from taking part in meaningful activity and we saw that staff were excellent when spending time with people on a one to one basis. We saw people being encouraged to participate in wider community events such as going to vote at elections and trips to the local cinema. We were pleased to see that Wi-Fi had been installed throughout the home which people made use of to connect with their families who lived abroad. The local church service was also live-streamed to the home for people who were unable to attend in person. Students from the local college also visited to offer strength and balance classes which people told us they particularly enjoyed. People had full and independent access to the beautiful garden and secure sun terrace and there was a strong emphasis placed on encouraging physical activity to support people's wellbeing.

People were actively involved in all decisions made within Kincarrathie, including the recruitment of staff, planning menus and upgrades to the décor.

Mealtimes were relaxed and unhurried. Staff gently encouraged people to go through to the dining room although they could remain in their own room if that was their choice. Staff, including support staff, worked well together and we thought people's nutritional needs were met well and their general wellbeing benefitted from a relaxed, well organised dining experience.

Where there had been any concerns identified relating to people's health, the service made sure there were investigations, reviews and changes made to the support people received. We saw that referrals were made to

relevant healthcare professionals including GPs, podiatrists and dentists. A visiting GP told us that they thought the service was excellent and provided "responsive and sensitive care".

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?

5 - Very Good

People should expect their personal plan to be right for them as it sets out how their needs will be met as well as their individual wishes and choices. There was evidence that people and their families and/or representative had been involved in the development of the personal plan. Where needed, advocacy services were accessed to ensure there was no unintended bias from the support offered by staff. We found that people's personal plans contained a lot of details that were specific to each resident. There were some very good examples of where care was focussed on the outcomes people wished to achieve but this was not consistent in all the files we looked at. We thought that the standard of documentation was good however there were some areas that did not always clearly identify the changing needs of the person. People that we spoke to using the service and their relatives were aware of their care plan and told us that they had been involved in its development.

Personal plans were reviewed monthly and we saw that people were offered a regular, formal review of their care at least every six months. The notes recorded in relation to these meetings were of a good standard and we could see that where issues or concerns had been raised during a review, these were actioned promptly by staff.

Activities were recorded daily which reflected what people had been doing and the activities they had been involved in. The manager agreed to look at recording the impact activities had on people to ensure they continued to be meaningful for each individual resident.

Residents received support with their medication at the correct time in the prescribed dose to ensure their health was maintained. We observed medication administration and carried out an audit of the medication stocked in the home. We felt that staff demonstrated they were safe and competent in their practice. Medication was managed in line with good practice guidelines and people were supported to remain well through the safe use of medications. Two previous recommendations for improvement relating to medication had been met.

During our inspection, the manager successfully completed her probationary period and accepted the position on a permanent basis. We discussed her improvement plan and vision for the service and will follow this up at our next inspection.

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

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

This area for improvement was made on 6 November 2017.

Action taken since then

We saw that staff recorded all applications of topical medications, including creams in accordance with the prescribed instructions.

Previous area for improvement 2

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

This area for improvement was made on 6 November 2017.

Action taken since then

A stock control system is now in place and we saw that all residents had sufficient medication for the period being inspected.

Previous area for improvement 3

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

This area for improvement was made on 6 November 2017.

Action taken since then

We looked at staff files, including induction and training as well as staff rotas and found that all staff had undertaken their mandatory training prior to being included on the staff rotas.

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?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.2 People get the most out of life	6 - Excellent
1.3 People's health benefits from their care and support	6 - Excellent
How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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