

Kincarrathie House Care Home Service

Pitcullen Crescent
Perth
PH2 7HX

Telephone: 01738 621828

Type of inspection:

Unannounced

Completed on:

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Service provided by:

Kincarrathie Trust

Service provider number:

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Service no:

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About the service

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

Accommodation is provided with an extended detached Victorian house and comprises of 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 extensive grounds and beyond to Perth City.

The grounds are easily accessible for the use of mobility aids. A walled garden is well maintained within the grounds providing fruit, vegetables and flowers for the care home.

What people told us

We asked people who used the service and their relatives to share their experiences of Kincarrathie House. Prior to the inspection, we asked the service to distribute care surveys and questionnaires to people using the service, their relatives and staff. Twenty-two people completed care surveys and returned them to the Care Inspectorate.

We spoke with twelve residents during the inspection to gather their views of the service.

Comments included:

"Very helpful always".

"On the whole I got on well with staff, some are more willing to do odd jobs".

"They are all very good kind people, longing to help others who have problems".

"I feel my care is very good".

"I have a few difficult moments sometimes falling and doing silly things and grateful for help received".

"Staff are very caring and go beyond what could be expected of them".

"Mum considers it her home and the staff she regards as friends. She is very content and feels safe and well cared for".

"Care and support is overall very good but at a practical level is sometimes inconsistent, particularly at weekends e.g. tidiness and cleanliness of bathrooms. More help with dressing would be helpful". *(the manager was in the process of reviewing domestic arrangements at weekends at the time of inspection)*

"Our relative is very happy living here".

"Could not ask for more".

"I am a well person, and treated as such".

"Sometimes the menu could be more varied".

"I am well looked after and enjoy talking to many other males and females which can make things more interesting and sometimes you find many people have many other ideas of how things happen".

"A well led and experienced team which is provided with excellent training. They appear to be happy at their work. This is probably the reason for many of the staff having been there for years in a sector which usually has a high staff turnover".

"The staff are all very friendly. Only yesterday, my son came to visit his granny and commented on how friendly and genuinely interested in the residents the staff are. Mum likes the fact that everyone is on first name terms which is just like one big family".

" I would like to see some management cover at the home on weekends".

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

We evaluated the service as performing at an excellent level in relation to the three quality indicators we considered.

This meant that the service demonstrated a sector leading performance which supported experiences for and outcomes for people which were of outstandingly high quality.

This was evidenced through our observations of practice, documentation and feedback from residents and relatives.

1.1 - People experience compassion, dignity and respect

Staff we spoke with demonstrated a clear understanding of how to support people well at the appropriate level to their needs. This helped to ensure that people were getting a service that was right for them.

Residents spoke very highly of their staff team and valued their relationships with them. They told us they had confidence in staff and that they were excellent at respecting their wishes and preferences.

This was consistent with our observations. We heard staff speaking very respectfully with people, engaging them in meaningful ways including discussions about topical news items. This helped to keep people up to date with current events.

Staff were careful to refer to people using their preferred name or title, this helped demonstrate their respect for residents.

We were impressed with the way staff actively listened to and communicated with people, they showed that they genuinely cared about people, this was evident across the full staff team including ancillary staff.

Residents' comments included:

"They are a fabulous group of staff, nothing is too much bother".

"I am very happy to be here, the staff treat me like royalty".

"They are without exception great".

"The staff take time to find out how I am each day and to have a wee blether, I like that".

"They always knock on my door before entering".

1.2 - People get the most out of life

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. There was an ethos within the home of people being encouraged to do as much as possible for themselves.

Examples of this included:

- People were encouraged to get out and about independently all year round. We spoke with two people who told us they liked to get wrapped up warmly and get some fresh air. They were taking walks around the grounds. Others told us of enjoying bus trips out - "weather no barrier". Having opportunities to be outdoors can benefit mental wellbeing and improve mobility.
- Mealtimes were supported by staff (care and pantry) who were knowledgeable about the residents' needs enabling them to do as much for themselves as possible. This included people helping themselves to tea from teapots on their tables.
- Where possible people managed their own medication, this included ordering from the chemist and self-administering their medication. Some people made calls themselves to request GP appointments.

We observed residents fully engaged with staff and enjoying each others company. Many people had made friends with each other and enjoyed socialising together. Staff had supported people by being mindful to introduce new residents to others.

Staff actively promoted the Care about Physical Activity Programme (CAPA) and we saw examples of how this worked in practice.

Residents told us:

- "There is a lot to do here, today we are doing strength and balance exercises with the young lads from Perth College".
- "I went on the wheelchair bikes at the park. That was good fun".
- "It was chilly out today, but I like to keep my old bones moving".
- "The rotary club were in earlier, we had a game of bowls. It keeps you fit".

We were confident that people were able to maintain and develop their interests, activities in the way that they preferred. The service had two dedicated activity staff who were supported by the wider care team. This meant that people had opportunities to have a full and active day if they wished.

People also spoke positively about the range of activities available.

- "We have regular musical entertainment - which most of us enjoy".
- "The staff are great at thinking up ideas of things to do".
- "We have a church service sometimes, and the nursery brings the wee ones in".

1.3 Health and Wellbeing

People's health benefited from joint working with other health professionals. This included the district nursing team where staff liaised with them regarding wounds and catheter care. Families told us that they were involved in their relatives care and kept up to date with any changes.

Residents told us they felt confident staff would help them access other agencies as needed promptly and that they had an excellent understanding of their health needs.

Any treatment or intervention that people experience should be safe and effective.

We sampled medication administration records and were assured that people were receiving their medicines as intended. We discussed with the management team a couple of minor areas for improvement in record keeping.

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

We evaluated the service as performing at a very good level in relation to the quality indicator 'Assessment and care planning reflects people's needs and wishes'.

This evaluation applies to performance that demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement.

People should expect their care plans are right for them because they set out how their needs will be met as well as their wishes and choices.

The service gathered relevant information that was available from the person, their family and health agencies (where appropriate) and made visits to meet the person who was to be supported. This was in order to assess that they could meet the person's care and support needs. People were also encouraged to visit the home to see if they liked it.

One person said "Yes, they fully checked that they knew about me before I came here, they were prepared".

People's health was assessed at agreed intervals and where a need was identified then a specific care plan was in place.

The service was in the process of implementing a new electronic care plan system. This was in the early stages of development and had been partially implemented. The management team had ensured that staff had access to both paper and electronic care plans during this transition period. They were also taking the opportunity to review all the information held within the plans were up to date and as person-centred as possible.

Our discussions with staff demonstrated that they had a very good level of understanding of people's individual assessed needs and how best to deliver the support they needed.

There were regular reviews of care where people had the opportunity to review and agree their plan. People told us that they were confident that staff delivered their care in the agreed way.

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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