

Inspection report

Craigie House. Care Home Service

Main Street
Crossgates KY4 8DF

Inspected by: Aileen Scobbie
(Care Commission Officer)

Type of inspection: Unannounced

Inspection completed on: 12 January 2009

Service Number

CS2003040561

Service name

Craigie House.

Service addressMain Street
Crossgates KY4 8DF**Provider Number**

SP2003001615

Provider Name

Kingdom Homes Ltd

Inspected ByAileen Scobbie
Care Commission Officer**Inspection Type**

Unannounced

Inspection Completed

12 January 2009

Period since last inspection

6 months

Local Office AddressSouth Suite, Ground Floor
Largo House
Carnegie Avenue
Dunfermline
KY11 8PE

Introduction

Craigie House Care Home is located within a residential area in the village of Crossgates. The home is approached by a private driveway with parking facilities available next to the premises. The pleasant entrance has ramped access in addition to stairs and handrails.

A passenger lift is available for access to both levels. All bedrooms are single and each is personalised to the preferences of the individual user.

The communal lounges and dining room are located on the ground floor.

Based on the findings of this inspection the service has been awarded the following grades: Quality of Management and Leadership - 4 - Good

This inspection report and grades represent the Care Commission's assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

This report is based on an unannounced inspection visit to Craigie House on 12 January 2009 between 10:30am and 12:40pm. The inspection was carried out by Care Commission Officers Aileen Scobbie and Carole Kennedy and focused on progress made by the service provider in response to areas for improvement identified in the last inspection report. Feedback on the findings of the inspection was provided to the manager and Operations Manager at the end of the inspection.

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection, evidence was gathered from a number of sources including:

A review of a range of records and other documentation including the following:

Minutes of service user and staff meetings

Health & Safety records

Accidents and Incident records

Complaints records

Medication systems

Previous action plans

Discussions with a range of people including:

Service Users

Manager

Care Staff

Observation of staff practices.

Examination of the environment and equipment.

All of the above information was taken into account during the inspection process and was reported on.

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09.

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at:<http://www.carecommission.com>

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw.

Action taken on requirements since last Inspection

No requirements arose as a result of the previous inspection in June 2008. One recommendation arose:

It is recommended that formal, minuted supervision for all staff is provided on a regular basis.

Reference:

National Care Standards: Care homes for Older People Standard 5 Management and staffing

This recommendation was evidenced to have been fully addressed.

Comments on Self Assessment

The self assessment was submitted prior to the previous inspection and commented upon in the last inspection report.

View of Service Users

The views of service users were sought informally in the course of the inspection. Those who spoke with Care Commission Officers expressed themselves to be happy in the home and appeared relaxed in the presence of staff.

Comments included;

'The staff are very good.'

'I have no complaints.'

'You always get a choice.'

'The food is very nice.'

'I have the highest regard for the staff.'

View of Carers

No carers/relatives were available to talk with the CCO's on this occasion.

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 0 - Not Assessed

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 0 - Not Assessed

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 0 - Not Assessed

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 4 - Good

Statement 1: We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths

Following discussion with the manager and review of a sample of documentation and observation of practice, the Care Commission Officers found no significant change in the performance of the service since the previous inspection. It was confirmed that service users and their relatives are provided with regular opportunities to participate in group meetings.

Questionnaires regarding the quality of service delivery, staffing and care are distributed to all relevant parties. A 'suggestions box' has been implemented to further promote and encourage comments on service delivery.

Service users spoken with confirmed their views are actively sought by staff.

The service was found to have a good performance in relation to this statement and the grade awarded in the previous inspection report is reconfirmed.

Areas for Development

The manager gave an ongoing commitment to the ongoing development and implementation of the participation strategy.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 4: We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service Strengths

A range of evidence was sampled and the performance of the service was found to be good in relation to this statement. As noted in the previous inspection report the service provider has an established auditing and evaluation system for quality assurance. Records of audits and consultation with service users are maintained to influence practice and promote further improvements. The audits are carried out by the manager and validated by the Operations Manager.

Review of action taken by the management in response to the areas for improvement identified in the last inspection report indicated ongoing progress was being made.

The grade awarded in the previous inspection report is reconfirmed.

Areas for Development

Medication systems including storage arrangements and administration records were examined. A check of the controlled drug register identified occasions where there were no signatures for the receipt of controlled drugs. There were also a number of omissions noted in the Medication Administration Records (MAR). A requirement (1) is made.

The manager had already noted the above issues as part of his audit and acknowledged the importance of accurate recording and gave commitment to address the matter as a matter of urgency.

CCO Grading

4 - Good

Number of Requirements

1

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information

None.

Requirements

Requirement 1

Medication must be managed in a manner that protects the health and wellbeing of service users. In order to achieve this the manager must ensure that:

All entries recorded in the Controlled Drugs register must be witnessed and countersigned by two staff.

An accurate and contemporaneous record is maintained of all administered or withheld prescribed medications and supplements.

This is in order to comply with SSI 2002/114 Regulation 4(1)(a) - Welfare of service users and Regulation 19 (3)(j) - Records, RPS (GB) - The Handling of Medicines in Social Care. Timescale: within 24 hours of receipt of this report.

Recommendations

None identified at this inspection.

Aileen Scobbie

Care Commission Officer