

# Strathview Care Home Care Home Service

Carswell Wynd  
Auchtermuchty  
Cupar  
KY14 7FG

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**Type of inspection:**

Unannounced

**Completed on:**

13 August 2019

**Service provided by:**

Caring Homes Healthcare Group Limited

**Service provider number:**

SP2013012090

**Service no:**

CS2013318123

## About the service

Strathview Care Home provides 24-hour care for a maximum of 25 older people. The home is a purpose built, ground level property situated in the rural village of Auchtermuchty. All rooms are single occupancy, 24 rooms have ensuite shower and toilet facilities, and one room has an ensuite toilet.

There are pleasant areas to sit in around the home and grounds. The home enjoys attractive views across open farmland towards the Lomond Hills. There is adequate on-site parking for visitors and good access to the village centre and social resources.

The service aims and objectives record: "Our aim is to provide high quality care that will, together with a day-to-day programme of agreed meaningful activity, enable residents to maximise their independence, pursue personal development, meet their religious needs and to ensure that individual requests are met as much as possible in a shared living environment."

## What people told us

We distributed 16 questionnaires prior to the inspection and received 15 completed questionnaires from residents and relatives. The residents/relatives strongly agreed/agreed with the statement that overall they were happy with the quality of care and support provided to them. We also spoke informally with a number of residents and relatives/visitors.

This inspection also benefitted from support from our Inspection Volunteer Scheme which allowed us more opportunities to gather views about the service. People who spoke with our inspection volunteer coordinator were generally very positive, reflecting a high level of satisfaction with all aspects of the service. Management and staff were held in very high regard.

Comments from returned questionnaires, residents and relatives spoken with included:

"Staff are all welcoming and friendly."

"We have monthly meetings which allows to have a say in things."

"The staff are always friendly and willing to help at any time."

"The home is well run and organised due to strong leadership. Regular meetings are held for residents and relatives to have their say on matters. Lots of activities are always planned and trips out in the minibus."

"It is homely here and my relative settled in very quickly. Lovely big secure garden which is well used in the summer."

"The manager and all the staff are very approachable and I can discuss any concerns as they arise."

"All the staff do a fantastic job, they are dedicated, caring and understanding of residents' individual needs. They are also very supportive to the families too."

"Staff are fine."

"I enjoy playing bingo and watching the soaps."

"The manager is always around, she's a nice person."

"I'm content here."

"The garden is lovely, I go out for a walk around it whenever I fancy."

"Everything is grand."

## 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? | 4 - Good     |
| 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?  | 4 - Good     |

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

4 - Good

People experienced a good standard of care and support. Staff were held in high regard and we could see they were motivated to provide care that suited people's routines and choices.

It is important that staff across the home treat residents with compassion, dignity and respect. From our observations of staff, we noted them to be respectful and had a genuine interest in caring for people. Feedback from residents indicated they felt they were treated well by all staff.

The way people spend their day should promote feelings of purposefulness and wellbeing. We heard good feedback around the range of activities now available for people to choose from. These included in-house activities such as bingo, baking, exercise groups and visiting entertainers. However, we felt that people would benefit from more work to link their wishes, preferences and previous interests to the activities available to them. The manager was aware of this need and we were confident that steps would be taken to achieve improvement.

Residents could be confident that senior staff had an overview of their health care needs and consulted with relevant health care professionals including the podiatrist, GP and dietician, as needed. We found that residents were supported to receive their prescribed medications. Residents and relatives spoke positively about all the staff and how good they were caring for them.

It is important for residents to enjoy a healthy and balanced diet and have access to plenty of drinks throughout the day. We found that the dining room was presented very nicely and that residents could choose whether to have meals there or in their own bedroom. Residents told us that the food was good and that they enjoyed it. We also heard that there were plenty of choices available.

Residents who experience stress and distress should expect that measures are put in place to reduce this for them, and support them through any periods when this may occur. Time spent with people living here, confirmed that they felt safe and secure without being overprotected. Distress was managed effectively, resulting in a relaxed atmosphere and without discriminating against someone with obvious cognitive impairment. A climate of inclusion was also evident at meal times and group activities. We looked at care plans for people around this and found that there was good information in place to guide staff on how best to care for them. We could see where the home was linking with the Care Home Liaison Mental Health Team for support to help address this.

We found that management had an overview of key areas including weights, falls and skin integrity.

## 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?

4 - Good

Assessment and care planning should reflect people's needs and wishes and we would expect that people were involved in directing their own care. We could see that care plans at Strathview were comprehensive and contained a good level of detail. Some efforts had been made to use a strengths based approach and we could appreciate the way in which this would positively direct care.

We discussed at feedback the fact that with the introduction of the new Health and Social Care Standards, which are very human rights based and about promoting individualised care and support, a review of care planning would assist with this.

Overall, risk assessments and care plans to assess residents' care needs were carried out regularly and then used to inform the care plan. However, we found a number had not been signed or dated by the person completing them. The manager agreed to have this addressed immediately.

The service carried out regular reviews with residents and their relatives. Those we sampled showed that people were encouraged to give their views and people told us that they were listened to by staff and management.

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

### Requirements

#### Requirement 1

The service provider must ensure medication is managed in a manner that protects the health, welfare and safety of service users. In order to achieve this the provider must ensure;

- Administration of medication or reason for omission must be recorded on the MAR sheet at the time of administration.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; "If I need help with my medication, I am able to have as much control as possible." (HSCS 2.23) and SSI 2011/210 Regulation 4 (1)(a) - a requirement to make proper provision for the health and welfare of people, SSI 2002/114 Regulation 19(3)(j) - a requirement to keep a record of medicines kept on the premises for residents.

Timescale: To be completed by 8 October 2018.

**This requirement was made on 29 October 2018.**

## Action taken on previous requirement

The standard of record keeping was seen to have improved, staff confirmed they received competency medication administration training and they carry out daily audits of MAR sheets to ensure any issues are addressed timeously.

## Met - within timescales

### Requirement 2

In order to ensure that people are protected and can experience a high quality environment the provider must produce an action plan to demonstrate;  
That a full internal assessment and audit of the interior of the home has been carried out; and an action plan developed detailing what will be done to address windows, décor and floor coverings. This should be shared with the Care Inspectorate.

This is to ensure care and support is consistent with Health and Social Care Standards which state that; "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS 5.22) and SSI 2011/210 Regulation 10(2)(d)

Timescale: To commence on receipt of this report and be completed by 29 October 2018.

**This requirement was made on 29 October 2018.**

## Action taken on previous requirement

Refurbishment, redecoration and replacement of a window has taken place. Service users confirmed they were very happy with their new, fresh home now.

## Met - within timescales

## 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

Care reviews should be developed to include a minute of the views of people living in the home alongside their relatives, or welfare appointee. Professionals also involved in their care should also be consulted. This is to ensure care and support is consistent with Health and Social Care Standards which state that; "If I am unable to make my own decisions at any time, the views of those who know my wishes, such as my carer, or independent advocate, formal or informal representative, are sought and taken into account" (HSCS 2.12).

**This area for improvement was made on 29 October 2018.**

## Action taken since then

A formal minute of all care reviews is now in place and all parties involved sign and agree to the minute and copies are shared with those involved.

**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).

**Detailed evaluations**

|  |               |
|--|---------------|
| How well do we support people's wellbeing?                                   | 4 - Good      |
| 1.1 People experience compassion, dignity and respect                        | 5 - Very Good |
| 1.2 People get the most out of life  | 4 - Good      |
| 1.3 People's health benefits from their care and support                     | 5 - Very Good |
| How well is our care and support planned?                                    | 4 - Good      |
| 5.1 Assessment and care planning reflects people's planning needs and wishes | 4 - Good      |

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