

Fernlea House Care Home Service

19 Wallsgreen Road
Cardenden
Lochgelly
KY5 0JF

Telephone: 01592 721649

Type of inspection:

Unannounced

Completed on:

30 April 2019

Service provided by:

Kingdom Homes Ltd

Service provider number:

SP2003001615

Service no:

CS2003007045

About the service

Fernlea House is an established residential home that has been extended, with the existing parts of the premises being subject to considerable upgrading. It is set within its own landscaped gardens and grounds, which are easily accessed and have seated areas for residents' and visitors' use. There is an adequate parking area. All communal areas and resources are on the lower level; a shaft lift serves the upper floor, to which residents and visitors have access and all stairways and corridors have handrails.

The premises are currently registered to accommodate 38 older people. All residents' rooms have en-suite facilities. There are communal lounges and a dining room, catering and laundry services are situated on the ground floor. On the final day of the inspection 33 people were residing in the home.

The organisation's missions statement is:

"We are committed to achieving our stated aims and objectives and we welcome the scrutiny of our residents and their representatives. We aim to provide a total range of care, in collaboration with all appropriate agencies, to meet the overall personal and health care needs and preferences of our residents.

The care we provide is based on the thorough assessment of needs and the systematic and continuous planning of care for each resident. We aim for a progressive improvement in all aspects of care delivery and ongoing training at all levels of our staff and management. We place the rights of residents at the forefront of our philosophy of care. We seek to advance these rights in all aspects of the environment and the services we provide and to encourage our residents to exercise their rights to the full."

What people told us

We received five completed questionnaires from residents and relatives that we sent out before the inspection to find out what they thought about the service. We also spoke with some residents and their visitors during the inspection. Every respondent told us they were very happy with the care and support they received at Fernlea House.

Comments received during the inspection from residents and their relatives included:

"My mother is very happy in Fernlea. She receives excellent care. The staff are all so nice and friendly. I've never had any complaints".

"In the five weeks my mother has been a resident at Fernlea I have always been given time to discuss any concerns and have been kept up-to-date and involved which I feel is essential. I feel reassured that my mum's needs will be met and delighted she has settled in well and is enjoying the activities organised by the activities co-ordinator. The management have been extremely helpful and I feel that the other staff are taking time to get to know mum and myself".

"I am impressed by the care and attention given and the concerns raised to myself regarding his care. I never feel not listened to or not given time to discuss with staff any issues arising. My confidence in leaving my father has risen by the staff's friendly, welcoming atmosphere and understanding toward my father who has dementia".

"We looked at other places but we liked the feel. There was an extensive pre-assessment and the staff were all updated".

"I've been better since I came in. The choice of food is good, there's home baking and a choice of where we want to eat. We played croquet on Monday, I was away in the minibus yesterday to another home for arts and crafts to meet others and there was a guitarist yesterday".

"It's excellent; it's a happy place, they're very patient and dad's comfortable. They always phone if anything happens and his health is looked after. We come to the reviews and go through his care plan. There's always things going on and I can't think of anything to improve".

"It's that good I don't want to go home; I've no complaints".

"If there's anything wrong and you're in your room they're quick in coming. The hairdresser has just been in; she comes every Tuesday".

"The activities girl is really good. We go on the bus every Monday; everyone gets a shot".

"You can't fault the meals; we get plenty. If you say you don't like it they take it away and bring something else".

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?	5 - Very 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?	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?

5 - Very Good

We evaluated the service as performing at a very good level. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

Relatives spoke of being kept up-to-date on their relatives' health needs and felt confident that they would be informed of any changes in their relatives' care. They said they were confident staff would seek medical attention as soon as their loved one needed it and gave us examples. They told us they were invited to attend care reviews.

We looked at a sample of residents' care plans. We saw that these were well recorded and included and identified current care needs and how these were being met. These were evaluated monthly or if a change occurred. Advice was sought appropriately from other professionals in relation to a variety of health needs. The service did not employ nurses but did have a very good relationship with the local GP practices and district nurses.

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 dining rooms were presented very nicely and that residents could choose whether to have meals there, in the lounge or in their own bedroom. Residents told us that the food was very good and if they didn't fancy what was on the menu they could have an alternative. Visitors told us they could have their meals with their relatives if they wanted to.

It is important that people experience support that promotes independence, dignity and choice and that staff have an enabling attitude towards those they care for. We were pleased to see residents were involved in deciding how to spend their day and what activities they wanted to take part in. The activities coordinator held monthly meetings with the residents and devised the activity planner around their wishes. Residents and relatives told us their opinions were taken into account in all decision making in the home. Residents had the choice to go on regular bus trips and they told us they loved the regular entertainers that came to the home. They also had the opportunity to do one-to-one activities they requested via the 'wishing well'. These had included a trip to Perth races for one resident and a trip to Edinburgh for another. Relatives told us they were invited to join in all activities.

The activities coordinator had started several groups for the residents including a technology club and a football club. The residents enjoyed the monthly church services and the home had community links with the local primary school and youth club.

Everybody we spoke to could not emphasise enough on the happy atmosphere in the home. Relatives told us the staff were always smiling and it was a 'happy place to be'. Residents told us it felt like 'one big family'. There was a very stable staff team and no new staff had been required since the previous inspection.

The service had produced a development plan where they had included ongoing areas for development and improvement. We discussed with the management team that this plan could be enhanced further by highlighting when each goal was achieved. We were disappointed to see the refurbishment programme highlighted in last year's development plan had not been completed. Work did start whilst the inspection was in progress and everyone we spoke with told us it was much needed.

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. This means that the service demonstrates major strengths in supporting positive outcomes for people. There were very few areas for improvement and those that do exist would have a minimal impact on people's experiences and outcomes. Opportunities to strive for excellence were being taken within a culture of continuous improvement.

People should be fully involved in their assessment and development of their personal plan. These should be available and set out in a way which is personalised and meaningful to each individual. We saw evidence of residents' and relatives' involvement in the development of residents' personal plans. Monthly evaluations were carried out on all individual care plans and updated to keep staff informed of residents' health and well being. Six monthly reviews took place for each resident to which residents and relatives (where appropriate) were invited to be included. All personal plans examined were up-to-date.

Personal plans included information of all visits and appointments with other healthcare professionals and the prescribed treatments and outcomes were well documented.

Monitoring tools such as food and fluid charts and pressure wound assessments were available and staff knew how to use these. Pressure prevention measures were being taken and at the time of the inspection nobody had a pressure wound.

Although individual care plans were very comprehensive to inform staff of how to meet people's needs, we also saw generic care plans which were unnecessary. We discussed this with the management team who agreed and said they would be removed to avoid confusion.

The service used multifactorial falls risk screening tools (MFRS) to assess individual residents' risk of falling which is good practice. We saw differences in the way these were completed which could be confusing for staff. We discussed this with the manager who told us she had already requested further care plan training for staff.

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?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good
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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