

# Roselea House Care Home Service

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Cowdenbeath  
KY4 9DD

Telephone: 01383 514744

**Type of inspection:**

Unannounced

**Completed on:**

15 July 2019

**Service provided by:**

Kingdom Homes Ltd

**Service provider number:**

SP2003001615

**Service no:**

CS2009236885

## About the service

Roselea House is registered to provide care to a "maximum of 20 older people with dementia and requiring nursing care". The care service is based in a modern, purpose-built, single-storey building, which is owned by Kingdom Homes Ltd. The service provides accommodation in 20 single en suite rooms, along with pleasant lounge and dining areas. A well kept garden area is located to the rear of the property.

This service was previously registered with the Care Commission in May 2010 and became registered with the Care Inspectorate on 1 April 2011.

## What people told us

We spoke with seven people using the service and gathered views from one Care Standards Questionnaire (CSQ). Overall, people were very positive about the staff and the care provided. People made comments, such as:

- "I'd advertise it for people to come here."
- "I enjoy the food here; I have no complaints at all."
- "We have a very good cook."
- "I like the folk; I get on well with the people here."

We also spoke with four relatives and carers and gathered views from three CSQs. Like people using the service, they were very positive about the service and its staff. They made comments, such as:

- "I would recommend this home to anyone."
- "Nothing is too much trouble here; there's a good homely feel and my [relative] is well cared for."
- "My relative is very contented here."
- "A friendly, welcoming staff gives the home a positive ethos. It is a pleasure to visit."
- "Good communication with manager - always available and not office-based."

## 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?	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?**

**4 - Good**

People were cared for by staff who showed them compassion and treated them with respect. There were good interactions with people and their visitors and staff knew them well. This helped people feel safe and secure.

Efforts were made to help people become involved in the daily life of the home and we saw people helping out with routine tasks, such as cleaning and helping set out the dining room.

Spontaneous and pre-arranged activities were organised, which provided opportunities for group physical exercise and social interaction. Examples included singing and dancing, arts and crafts, and, on one occasion, "chatting in the garden with a glass of Prosecco". These were well facilitated, took account of people's abilities and personal interests, and, for most people, they presented as a positive experience. Nevertheless, some people could have had more help to take part in activities that were going on around them.

More in the way of individual activities could also be provided to support people's specific hobbies and interests. This would contribute to improving the quality of people's day and their sense of wellbeing.

Visitors were welcomed into the home and could take people out, wherever possible. People particularly enjoyed the daily afternoon tea, where homemade cakes and biscuits were provided.

Space in communal areas was limited when all people were present and consideration should be given to how these areas are used at busy times. For example, there was a need to avoid conflict in the types of activities offered at any one time. We were, however, impressed by the home's commitment to providing resources, such as 'Alexa' to play music and a large, interactive screen to play games on. People engaged well with these.

Making more use of corridor areas and improving access to the garden would create more living space for people. Providing accessible sensory materials and items, related to local life, would make the environment more stimulating by providing talking points and opportunities for reminiscence. This is especially important for people living with dementia to help orientate and to support the person to maintain their sense of identity. We were aware that the home could access such materials and had staff with the necessary knowledge and experience to take developments forward. The service stated that they would add this matter to their improvement plan and consider identifying staff as dementia and activities champions.

People had access to healthcare professionals, such as GPs, community psychiatric nurses, speech and language therapists, and opticians. This helped ensure that their physical and mental healthcare needs were met.

Good records of healthcare assessments and treatment plans were maintained, which included protocols for supporting people's stress and distress. We were particularly impressed by the support given to a resident to remobilise after a period in a wheelchair.

Mealtimes were a positive experience, where people could enjoy social time with each other. Staff were attentive to people's nutritional needs and helped with eating and drinking, where this was required. The quality of food was very good and the home's kitchen servery was always open. The chef knew people well and catered for their individual needs. This included making creative, modified diet meals, which appeared like the "normal" meals being served to others. This made the food more appetising and enjoyable.

## 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 could be confident that their care plans would clearly identify their care and support needs and that regular reviews would be carried out.

Care plan documentation was very good and gave clear directions to staff about how they should deliver care for each person in the home. Clear information helped staff support people's physical, psychological, and social care needs in a way that accounted for their individual lifestyle. This included assistance for people living with dementia and mobility impairments.

We saw regular involvement of people and/or their representatives in planning and reviewing care. However, on occasions, the views of people using the service could have been more clearly stated. This is important in ensuring that care continues to be delivered in line with people's wishes. The service identified that they would consider how this could be improved in future.

Appropriate measures were in place (such as Powers of Attorney) to protect the interests of people who lacked capacity to make their own decisions.

Where people were affected by stress and distress reactions, robust assessments had been carried out and regular reviews of detailed care plans undertaken. We saw that people and/or their representatives, and relevant health and social care professionals, had been involved with these. This helped ensure that staff dealt with people's distress in a consistent manner that was sensitive to their individual needs.

Anticipatory care plans were present in the care plan documents examined. This represents good practice and is important in helping to ensure that people's wishes are accounted for at all stages of their life.

The service recognised the need to ensure that the high standard of care planning would be maintained. Hence, audit processes had been put in place to support this.

## 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

To help continuously develop better outcomes for people using the service, the service provider should further develop the service improvement plan. This should set out ideas and plans for improving the service and should involve a variety of stakeholders (e.g. people using the service, their families/carers, and staff members). This will be followed up at the next inspection of the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

**This area for improvement was made on 25 April 2018.**

#### Action taken since then

This area for improvement has been met. The service submitted an updated improvement plan to the Care Inspectorate which set out key areas for developing the service. This involved consultation with staff and people using the service/their representatives. The importance of focusing on positive outcomes for people and continuing to involve people in making improvements was emphasised in discussions with the manager.

## 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?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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