

Willow House Care Home Service

77 Toll Road
Anstruther
KY10 3HZ

Telephone: 01333 314300

Type of inspection:

Unannounced

Completed on:

10 December 2019

Service provided by:

Kingdom Homes Ltd

Service provider number:

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Service no:

CS2017356161

About the service

Willow House is a purpose-built, two-storey nursing home, situated just outside Anstruther, a small village on the East Neuk of Fife owned by Kingdom Homes. Anstruther and the surrounding areas are very popular and there is a strong history of traditions and cultures. Many of the people living in Willow House are local to the area.

The home is registered to accommodate a maximum of 40 older people with a range of care and support needs, most people in the home are aged over 65 years. During the inspection which took place over 2 days, 28 and 30 people were residing in the home respectively. The manager was responsible for the supervision of staff and the day-to-day running of the home.

All bedrooms are single occupancy, with en-suite toilet facilities. There are communal lounges and dining facilities on both floors. An internal passenger lift is available for use, and there are larger communal bathrooms which offer people an alternative to their en-suite shower rooms. Landscaped gardens with outdoor seating areas are available for use and the provider continues to enhance this area. The home has been recently refurbished.

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 distributed 20 questionnaires prior to the inspection and received 12 completed questionnaires from residents and relatives. All respondents strongly 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 to gain their views on the service.

Comments received from residents and relatives during the inspection included:

"There are no problems here. The girls and boys are awfy good. If you don't like something at lunch-time they just get you something else. The food's awfy good".

"All the staff are very good; always polite. The celebration party we had (35 years of the organisation) was very good; we could even have wine if we wanted. If I wasn't well they would know what to do; the two nurses are very good. The choir is here now; they do a lot to cheer us up. No complaints; it's not like what you would expect".

"It's super; absolutely brilliant. The relief we've had knowing she is well looked after. It's always cheery and they phone us with anything. If we have any issues we just phone the manager and it's sorted. My son and partner sometimes bring in home baking or fresh eggs from our bantams and the kitchen always accommodates this straight away. We have no qualms with her healthcare. We come to the six monthly reviews. We were at one two weeks ago and we were very impressed with the level of detailed information".

"They're very good to her. She had a large wound and they've worked very hard to get it smaller. She is treated very well; the manager is lovely to her. The food is lovely and they give her a choice. She sometimes stays in bed but they never forget about her. The staff are always polite; I've never met anyone here that isn't. They always keep us up-to-date and we help out at all the fetes and parties. There's never an odour in her room; the cleaner is very good. The residents are always clean and well presented. There's always plenty fluids on the go. I came in for my Christmas dinner last year and it was better than a hotel".

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.

People living in the home benefitted from a staff team who were warm, caring and showed genuine affection. Staff spoke to us of how it was important to ensure that people were treated with dignity and respect and we evidenced this throughout the inspection.

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. The management of medication was very good and followed best practice and this protected the health and wellbeing of the needs of people.

People we spoke with told us any issues or concerns were always dealt with timeously and suggestions for improvement were always considered. For example, one family who had sadly lost their loved one suggested having a quiet room for privacy; this was done as part of the refurbishment.

It is important for residents to enjoy a healthy and balanced diet and have access to plenty of drinks throughout the day. The dining rooms had been recently refurbished and were presented very nicely. The residents could choose whether to have meals there or in their own bedroom. Those who needed help and assistance had the support of staff which meant that staff were attentive to their needs. 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. We saw drinks being offered to residents continuously throughout our visit. They spoke very highly of the cook.

People should be able to choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors. 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 full-time activities coordinator held monthly meetings with the residents and devised the activity planner around their wishes. They had the choice to go on the fortnightly bus trips and they told us they loved the regular entertainers that came to the home. The outdoor area had been further developed with the addition of a large greenhouse. The residents had enjoyed growing their vegetables and they were being used for some meals and in the daily home-made soup. The next addition will be a wheelchair ramp to make the greenhouse accessible to all. It is planned to start a gardening club and invite residents from other care homes within the organisation to promote socialisation.

The manager had a very good overview of accidents and incidents within the home, including falls and we saw examples of action taken to minimise these.

We discussed the benefits of improving links with the local community and both the manager and activities coordinator stated this was on the agenda for improvement.

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. In one instance we saw that the review had been carried out but it hadn't been dated. We discussed the importance of this with the manager and staff who all agreed. One resident's relatives told us they were very impressed with the level of detail in the personal plan. 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. However, in one instance a care plan evaluation had highlighted the need to update the dietitian on a change in a resident's presentation and, although this had been done, the record had been filed away. We discussed the importance of having all relevant healthcare information within the personal plan and accessible to all staff.

Monitoring charts such as food and fluid balance charts were fully completed and we saw action was being taken to improve people's health when necessary. Residents who showed signs of stress/distress had very detailed care plans in place which were evaluated regularly. This was with the exception of one stress/distress care plan which we discussed with staff; this was rectified straight away.

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

The manager should ensure that full evaluations are carried out and recorded following a resident's episode of stress/distress. These evaluations should be taken into consideration when reviewing the care plan.

This area for improvement was made on 30 January 2018.

Action taken since then

This area for improvement was made as a result of the previous inspection. It was made because residents who showed signs of stress/distress had care plans in place which were evaluated regularly. However, in some instances recording tools such as Antecedent Behaviour Consequence (ABC) charts were being used during such episodes and we found that the review section of the tool was not always being completed. This meant that although the de-escalation techniques used were recorded, they were not always being thoroughly evaluated to inform future practice.

During this inspection we saw that the review section of the tool was being completed and included any action taken to minimise recurrence. This area for improvement was met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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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