

Kingsacre Luxury Suites Care Home Service

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Type of inspection:
Unannounced

Completed on:
12 July 2021

Service provided by:
Care Concern Group - Kingsacre

Service provider number:
SP2019013287

Service no:
CS2019373856

About the service

This was the first full inspection of the care home since it registered on 5 July 2019. We had previously inspected the service against Key Question 7 - How good is our care and support during the Covid-19 pandemic - on 16 September 2020; 15 December 2020; 18 January 2021; and 18 February 2021.

This inspection was an unannounced inspection carried out by two Care Inspectorate inspectors on 6 and 7 July 2021.

Kingsacre Luxury Suites care home is registered to provide care to 66 older people. The service registered with the Care Inspectorate on 5 July 2019. The provider is Kingsacre Care Limited, which is part of the Care Concern Group.

The care home is in the Hardgate area of Clydebank in West Dunbartonshire. There are four units within the building, one of which is not currently opened. The building is on two levels. Each unit has generous lounge areas. There is a bus service to the bottom of the long access road leading to the care home. There are no nearby facilities such as shops.

What people told us

The residents we met appeared to enjoy good interaction with staff and we could see that staff had detailed knowledge of residents and knew how best to support them.

The visiting relatives we spoke to confirmed that, overall, they were happy or very happy with the care and support provided. One concern was brought to our attention regarding what was perceived as poor communication from the provider's England based finance team. We asked the provider's regional director to investigate this matter and report back to us.

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?	4 - Good
How good is our staff team?	4 - Good
How good is our setting?	4 - Good
How well is our care and support planned?	4 - Good
How good is our care and support during the COVID-19 pandemic?	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

Overall, we found the service was operating at a good level for this key question.

We found that staff treated people with dignity and respect. We observed warm interaction between staff and residents. There was strong evidence of effective liaison with other health professional. Management and staff often acted as advocates for residents to ensure they were able to access health care when and how they needed it.

Clearly care staff had a good knowledge of the residents they support. We saw some evidence of this at lunch service where the chef and care staff clearly knew what people's preferences, likes and dislikes were. There was a nice, relaxed atmosphere at lunch with good interaction between residents and staff. We advised the service to look at how to audit the full dining experience to capture residents' experiences.

We sampled some of the residents' personal plans and related documentation. Overall, we could see that some progress had been achieved since our last Covid-19 inspection visit, but more needed to be done. While staff had received training in person centred and outcomes focused planning and recording, we felt staff would benefit from refresher training.

We noted staff made effort to persuade people to leave their rooms and socialise. This was particularly important as many residents may have felt not confident about leaving their rooms because of the pandemic.

During the inspection we carried out a SOFI2 observation. We do this to assess the quality of staff interaction with residents particularly those living with dementia whose communication skills may be impaired. While good interactions were noted during this observation some residents were sitting for long periods of time in the one place. Supporting people to move is essential for good health and supporting people to maintain mobility.

Until recently visiting to care homes had been severely restricted due to outbreaks of COVID-19 and residents often were confined to their room for long periods of time. Staff told us that some residents remain reluctant to leave their rooms even with many more opportunities to socialise. We asked the management to reflect on how staff could better encourage people to be more active including moving about the home and leaving their bedrooms. Management responded positively to this and our suggestion that people should be encouraged to spend more time in the garden areas.

How good is our leadership?

4 - Good

Overall, the service has further progressed under the new manager, and we were confident that the service would continue to further improve.

The service had undergone a significant number of management changes since the care home opened and this posed some challenges for staff.

The staff we spoke to welcomed, their new manager and told us they felt listened to and were confident things were improving. A new clinical nurse manager is being recruited as the present post holder is moving to another role within the company.

The service had good systems in place to ensure consistent care and good outcomes for people. For instance, daily 'flash meetings' ensured that every department was aware of what was required to support people. These included details of residents requiring additional support and staffing issues. We suggested that, when management find examples of good practice, the staff involved should be acknowledged and they should find ways of encouraging and spreading good practice

We saw the service had begun to audit the quality of personal plans. It was clear this is still at an early stage and needs further strengthening. Staff need more time to become proficient in person centred recording and evidence good outcomes being achieved for residents.

We reminded the service to provide as much detail as possible when making notifications to the Care Inspectorate. This helps us identify good practice such as in the case of measures being taken to prevent falls.

Anticipatory Care Plans were in place for nearly all residents. However, we had hoped that they would better reflect personal choices and the outcomes residents, and their families are hoping for. The service has indicated that they will look at developing this area of practice.

During the inspection we were reminded that some relatives experienced challenges when communicating with the provider's finance office based at its headquarters in England. Following a discussion with the manager and regional director we concluded that communication between the care home and provider finance officials required improvement. The regional director has been asked to keep the care inspector advised as to what steps they are taking to avoid similar problems arising in the future.

How good is our staff team?

4 - Good

We found the service operating at a good level for this key question.

We sampled staff recruitment documentation and found it to be in good order. We reminded the service to seek references from immediate previous employers, particularly care employers to be assured that they are maintaining safe recruitment practices.

During the pandemic, particularly when the service was experiencing outbreaks of Covid-19, planned training of staff did not take place. This was to maximise care for residents, implement effective enhanced infection prevention, and ongoing communication with families.

A comprehensive staff training programme is now in place and management is seeking to ensure staff have up to date training on all key service elements. We are satisfied that the programme that has been put in place, if closely monitored and regularly reviewed, will help staff catch up with their training.

New infection prevention regulations are coming into force and the manager, and the head of housekeeping are familiarising themselves with what will be required so they can cascade this to all staff. The new regulations are designed to address not just the current pandemic but any future infectious diseases outbreak.

We are satisfied that staff have the knowledge, skill, and competence to provide good quality care.

How good is our setting?

4 - Good

This is a purpose-built care home which first registered in July 2019. It has been designed and built to a high standard.

The internal and external areas of the home are maintained to a very good standard. The areas within each unit are spacious and designed to encourage people to move about within the home. As we begin to emerge out of the current pandemic residents should be encouraged and supported to venture out of their rooms and socialise more, particularly now that visiting has recommenced.

There are good outdoor spaces where residents can enjoy fresh air and enjoy the surrounding scenery. For those confined to bed they must have regular and stimulating meaningful interaction with staff.

All necessary safety and maintenance checks are carried out and routine repairs quickly completed. We were pleased to note that the provider had appointed two estate managers to oversee all of the provider's homes in Scotland. We were advised that managers and maintenance operatives would shortly embark on a training programme to help them ensure that a high-quality environment is maintained at all times.

How well is our care and support planned?

4 - Good

The service had continued to further improve their care planning and related documentation. We are satisfied that the service will continue to make further progress.

We saw that plans were in place to revise and update personal plans to ensure they are person centred and outcomes focused. While some staff have been given training on this, we feel staff need more time to become confident and familiar with what is expected. This would include anticipatory care plans. We would suggest that management prioritise this area to ensure more progress is achieved over the next 3 months.

How good is our care and support during the COVID-19 pandemic?

4 - Good

The service had infection prevention measures in place and were operating at a good level for this key question.

We found the service very clean and free of odours. Housekeeping staff were well led by their supervisor. Both the manager and head of housekeeping were attending new infection prevention training to understand the new legal requirements now in force for dealing with all infectious disease outbreaks.

People appeared very happy in the care home and interactions with staff were attentive, patient, and warm.

During mealtimes residents were encouraged to socially interact with other residents and staff. While we did not observe residents being assisted with handwashing prior to lunch we were assured this was always done.

Residents should be encouraged to spend periods outdoors to enjoy the gardens and get fresh air.

Staff can choose to take uniforms home to launder, or have them laundered on the premises and it appears most staff do this. We reminded management that newly employed staff must have the appropriate uniforms supplied to conform to infection prevention best practice. The manager took steps to remedy this during the inspection.

There were plentiful supplies of Personal Protective Equipment (PPE) and staff were confident in their use.

Staff were fully conversant with the required COVID-19 testing requirements.

Staff reported regular observations of practice by nurses. The service had systems in place to ensure this across the whole service.

Staff reported they felt very well supported by nurses and seniors. They confirmed the manager was approachable and staff told us they would not hesitate to speak to the manager and other senior staff. Some staff told us this was an improvement on some of the previous management regimes.

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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.1 Staff have been recruited well	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good
How good is our setting?	4 - Good
4.2 The setting promotes people's independence	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and care planning reflects people's outcomes and wishes	4 - Good
How good is our care and support during the COVID-19 pandemic?	4 - Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	4 - Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	4 - Good

7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	4 - Good
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