

# Scoonie House Care Home Service

Windygates Road  
Leven  
KY8 4DP

Telephone: 01333 426 735

**Type of inspection:**  
Unannounced

**Completed on:**  
25 April 2022

**Service provided by:**  
Caring Homes Healthcare Group  
Limited

**Service provider number:**  
SP2013012090

**Service no:**  
CS2013318122

## About the service

Scoonie House provides 24 hour residential care and support for up to 36 older adults. There were 29 people living in the home and the manager was available to support the business of inspection.

The accommodation consists of a two storey Victorian stone villa with a single storey contemporary extension to the rear of the building. The two buildings are linked via a large conservatory/sun lounge. The home has 36 single occupancy rooms all with en-suite facilities. There are several communal lounges, dining rooms and a conservatory/sun lounge with attractive outlooks over the gardens.

The house is located in a residential area of Leven, has adequate on-site parking and there is good access to public transport, the town centre and social resources. The care home is privately owned by Caring Homes Healthcare Group Limited.

During this inspection we used the 'Health and Social Care Standards' to help evaluate the quality of service provided and people's experiences. The standards can be accessed at [www.gov.scot](http://www.gov.scot).

## About the inspection

This was an unannounced inspection which took place on 20th and 21st April 2022 between 10:00 and 18:00. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with four people using the service and ten of their family
- spoke with eight staff and management
- observed practice and daily life and
- reviewed documents

## Key messages

People using the service had warm and kind interactions with staff. Staff clearly knew people well.

People had been supported to maintain good contact with family and friends during the pandemic. The service had followed government guidance 'Open with Care'.

Care was delivered in an individualised way and noted outcomes were met.

Infection and prevention control methods were effective and the home was clean.

Safer staffing recruitment procedures had been followed

## 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

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

We evaluated how well people's health and wellbeing was supported. We concluded that this was good as there were a number of important strengths which, taken together, outweigh the areas for improvement.

People were supported by a staff group who knew them well and treated them with kindness and respect. People enjoyed friendly, good natured and humorous interactions with staff. This put people at ease and enhanced the homely atmosphere.

Staff demonstrated the principles of the Health and Social Care Standards in their day-to-day practice, which promoted a culture of respect. There were lots of friendly interactions between staff and residents. One person told us "The staff are lovely, a good help to me" whilst another said " I have no complaints, it's been very good here and I have everything I need"

People enjoyed their meals and snacks. We found people were given choice and supported in a dignified manner. Meal time was unhurried and there was a very relaxed atmosphere.

People were well supported to maintain contact with their family and friends, as the home were working in line with Scottish Government's 'Open with Care' guidance. The majority of relatives described good communication throughout the pandemic. One person said "Communication is one of the high points at Scoonie"

People were supported to get the most out of their day by dedicated activity staff and there was a weekly planner that included prize bingo and quizzes. Care staff told us that they would also support people as part of their role, however, this could be curtailed at times depending on the care and support needs of residents.

Care plans included relevant risk assessments that were then used to inform the care plans. Overall, there was good detail to guide staff around how best to offer care and support to each person. A system was in place to monitor people's risk of malnutrition and food and fluid charts were used to support this. We found some inconsistency in the documents used to assist with people's skin integrity and concluded that a better overview was needed by senior staff to make them meaningful and sustain good outcomes. This was discussed at feedback and could be addressed through the provider's quality assurance systems.

People benefited from regular access to relevant professionals to support their health and wellbeing and we found good infection control practices which could keep people safe. Staffing arrangements were adequate despite people living with a increasingly more complex care and support needs and workforce pressures.

The home had some vacancies which they were actively recruiting for, this was being mitigated by staff working extra and using agency staff as needed. This meant that any short notice absence of care staff proved difficult to cover. We felt assured that management were doing all they could to address this.

Medication was given as prescribed and there were protocols in place to guide staff to the appropriate administration of "as required" medication. This is particularly important in relation to the administration of psychoactive and pain medication.

**How good is our leadership?****4 - Good**

People who rely on registered care services should have confidence in the people who provide and deliver their care and support. We found good leadership that clearly demonstrated the principles behind the Health and Social Care Standards and could support high quality care and support.

People benefit from well established and visible leadership. Staff were confident and supported individualised care as well as a sense of community.

Staff were aware of the opportunities routine care and support provided for meaningful interactions and fun. This had a positive effect on people's overall wellbeing.

We spoke to staff who told us they felt confident giving feedback and voicing their opinion. Most felt comfortable communicating with management.

Our inspection volunteer heard positive things about a residents meeting whereby one relative said she was "very impressed and any question asked was answered or answer quickly found"

There were systems in place to monitor aspects of service delivery and staff had a clear understanding of their roles and responsibilities. We found accidents, incidents and complaints had been handled appropriately except in regard to required notifications to the care inspectorate. This was discussed at feedback and guidance to support compliance was given.

The provider was in the process of developing their improvement plan and that there was to be a move to develop their quality assurance systems and improve care record keeping by going digital.

We found management responsive and quick to respond to areas for improvement and able to take immediate action. As a result we could be assured of this service's capacity to improve.

**How good is our staff team?****4 - Good**

People who rely on registered care services should be confident that staff have been recruited well. We found safer recruitment systems were in place and could support high quality care and support.

The process of recruitment and induction was well organised and documented. The provider had centralised systems which meant a consistent process could support safer recruitment systems. To keep people safe, staff did not start work until all pre employment checks had been concluded. The provider had relevant induction training in place to support new staff in gaining a good level of awareness around the care and support needs of the people in their care and the policies and procedures in place to guide and support them. As a result, the process reflected the needs of people experiencing care.

The recruitment process clearly involved staff demonstrating the principles behind the health and social care standards. There was written information and shadowing opportunities to support staff become confident in their role.

Staff were held in high regard and there were lots of positive comments from relatives and residents including "Nothing's too much trouble for the staff at Scoonie"

## How good is our setting?

4 - Good

We evaluated the quality of facilities and concluded that this was good as there were a number of important strengths which, taken together, outweigh the areas for improvement.

The home has been adapted and extended to provide a mix of private and communal areas, including accessible space and gardens.

People benefit from a warm, comfortable, welcoming environment with plenty of natural light and space. The home was clean, tidy and generally well looked after, with no evidence of intrusive noise or smells.

We found that the service upheld good standards of infection prevention and control. Spot checks indicated that bedrooms and communal areas were both very clean and high traffic areas such as door handles and rails were cleaned regularly. This meant that any chain of infection could be broken at the earliest opportunity and residents were kept safe. We observed appropriate use of Personal Protective Equipment (PPE) and there were ample stores of PPE and Covid tests available.

There were clear planned arrangements for monitoring and maintenance of the home and equipment to ensure people are safe.

## How well is our care and support planned?

4 - Good

We evaluated how well people's health and wellbeing was supported by record keeping. We concluded that this was good as there were a number of important strengths which, taken together, outweigh the areas for improvement.

At this inspection we looked at the extent to which people experienced care and support that reflected their needs and wishes.

Personal plans contained appropriate information that showed that care needs were assessed and planned for, they detailed some guidance on people's wishes and preferences and how these should be met. These included key support needs such as an assessment of health needs, managing stress or distress and preferences, hobbies and interests. There was life history work evident and all used to inform care and support. We found all staff knew the people in their care and recognised the individual nature of the care and support needed. As a result they could describe the significance of changes, impact on people's health and well being and the involvement of community healthcare teams.

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

### Requirements

#### Requirement 1

In order to ensure staff are recruited safely and appropriately and are registered with the SSSC the provider must by 1 July 2019 ensure that:

- staff who take part in the recruitment of staff revisit the provider's recruitment policy and can demonstrate their understanding through practice.
- the recruitment policy should be updated to reflect applicants appointed to a senior position should have their SSSC registration verified before an offer of employment is made.
- the senior social care worker job description should also be revisited to ensure it meets with the SSSC requirements for a senior social care worker.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I am confident that people who support and care for me have been appropriately and safely recruited'. (HSCS 4.24)

It is also necessary to comply with Regulation 15. Staffing of the Social Care and Social Work Improvement Scotland Regulations 2011.

**This requirement was made on 4 June 2019.**

#### Action taken on previous requirement

As recorded earlier in our report:

We found safer recruitment systems were in place and could support high quality care and support.

The process of recruitment and induction was well organised and documented. The provider had centralised systems which meant a consistent process could support safer recruitment systems. To keep people safe, staff did not start work until all pre employment checks have been concluded. The provider had relevant induction training in place to support new staff in gaining a good level of awareness around the care and support needs of the people in their care and the policies and procedures in place to guide and support them. As a result, the process reflected the needs of people experiencing care.

The recruitment process clearly involved staff demonstrating the principles behind the health and social care standards. There was written information and shadowing opportunities to support staff become confident in their role.

**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

The manager should ensure that there is an effective system in place to evaluate the effectiveness of training and its impact upon staff practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice'. (HSCS 4.11)

**This area for improvement was made on 30 June 2020.**

#### Action taken since then

This area for improvement was made in regard to formal Infection Prevention and Control training. The provider has since ensured that staff accessed this and subsequent refresher training. There were systems in place to monitor aspects of service delivery and staff had a clear understanding of their roles and responsibilities. We found that the service upheld good standards of infection prevention and control. This area for improvement has been met.

### 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
1.3 People's health and wellbeing benefits from their care and support	4 - Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	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
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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