

# Care service inspection report

## Links View

### Care Home Service Adults

Cromwell Road  
Burntisland  
KY3 9EH

Inspected by: Carole Kennedy

Aileen Scobbie

Type of inspection: Unannounced

Inspection completed on: 14 December 2011



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### Service provided by:

Fairfield Care Scotland Ltd

### Service provider number:

SP2007009107

### Care service number:

CS2008183932

### Contact details for the inspector who inspected this service:

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment		N/A
Quality of Staffing	5	Very Good
Quality of Management and Leadership		N/A

### What the service does well

The philosophy of the care service is one that actively encourages participation and involvement of residents and their families. The manager organises training for staff that is appropriate to their work and this means that staff are kept up to date with good practice.

### What the service could do better

This was an extremely positive inspection with no requirements or recommendations made. The service should continue implementing and reviewing their participation strategy to increase and improve upon their already very good practice in this area.

### What the service has done since the last inspection

Since the last inspection the service has continued to actively consult residents, relatives and staff on all aspects of the service. A consultation exercise was carried out to identify methods which would help people recognise and know the staff team. As a result, new identity badges were introduced and an informative pen profile of each staff member developed and included in a staff folder which is prominently displayed and made available to everyone who uses the service. The manager has continued to develop and introduce a range of training events to support staff development and ensure residents are provided with good quality person centred care.

## **Conclusion**

Very good standards of care were evidenced at this inspection and the residents experience good quality of life. Residents' views are actively sought about the service being offered and how this can be improved. The staff team are friendly and there was good team spirit. Staff told us they feel valued and providing good quality person centred care is at the heart of their service.

## **Who did this inspection**

Carole Kennedy

Aileen Scobbie

# 1 About the service we inspected

Links View is registered to provide 24 hour care and support for a maximum of 26 older people, within 24 rooms. The private care home is owned by Fairfield Care Scotland. The detached property is situated in a quiet residential area in Burntisland. The elevated position of the home affords lovely views of the Burntisland Links and the Forth. The home is close to local amenities. There is adequate car parking available for visitors to the home located to the front of the property.

The inspection visit was supported by the registered provider Mr Colin Corstorphine and the manager Mrs Barbara Slater.

There were 24 people resident in the home on the day of inspection. The people who live in Links View prefer to be known as residents, therefore this term has been used throughout this report.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Environment - N/A**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - N/A**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.scswis.com](http://www.scswis.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

#### What we did during the inspection

This report was written following an unannounced inspection which took place on 14 December 2011. The service submitted a completed Annual Return and a self assessment form as requested by SCSWIS and this information was used in preparation and during the visit. The inspection was carried out by Inspectors Carole Kennedy and Aileen Scobbie.

During this inspection we sampled information from various sources including;

The up to date self assessment.

Talking to residents and relatives/visitors.

Discussion with the manager and staff.

Examination of a sample of the policies, procedures, health & safety records which the service is required to maintain.

Review of a sample of residents' personal care files to check how staff assess needs and how these are met.

Check of the building and environment to make sure it is well maintained, safe and free from hazards.

Observation of staff practices.

Questionnaires were supplied for residents and relatives/visitors to the home and the information provided was used to write this report. Some comments recorded on questionnaires have been included in the body of this report.

We sent out 30 questionnaires in total. Prior to the inspection 8 completed questionnaires were returned from relatives and 6 from residents.

Feedback was given at the end of the inspection to the Registered Provider and Manager.

#### Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

## The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a completed self assessment document from the service provider. This was completed to a satisfactory standard and gave relevant information for each of the quality Themes and Statements. The service provider identified what they thought they did well, some areas for future development and how they planned to implement changes and further develop the service. The service should continue to use their quality assurance systems to identify and take forward any action on areas for improvement in a planned way.

## Taking the views of people using the care service into account

Six completed questionnaires were returned by residents. The inspectors also spoke with residents in the course of the inspection. Comments and opinions offered by residents were positive and complimentary of staff and management. Some comments are noted below and others have been included in the body of this report.

"I like it, it's lovely"

"Feel safe"

"It's comfy"

"You can go to bed when you like"

## Taking carers' views into account

Eight completed questionnaires were returned prior to the inspection. All recorded they were satisfied with the overall quality of services their relative/friend receive in Links View. We also spoke with four relatives in the course of the inspection. They told us they were generally very happy with the quality of care and support provided to their relatives. Some comments are noted below and others have been recorded in the body of the report.

"My observation is it's excellent"

"I am happy anything I suggest they attend to"

"Always made welcome"

"Mum is looked after very well"

"Any concerns I would speak to Barbara (manager), confident she would sort things out"

"I am very happy with Links View"

"You can visit anytime and there is always a warm welcome"

"The food must be very good, my mum was very underweight when she first went in and I'm delighted to say she looks great"

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 5 - Very Good

#### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service strengths

We found the service continues to have an excellent performance in relation to this statement. We concluded this after we:

- \* Talked with the manager, staff, residents and relatives
- \* Looked at records and;
- \* Examined how residents and relatives/carers were involved in assessing and improving the care and support provided.

The service is pro-active in providing opportunities and promoting regular participation of residents, relatives and other stakeholders. Methods used to seek people's views on the quality of the service include, individual and group meetings, suggestions box, quality questionnaires and via the service's informative newsletter. The service has an up to date participation policy and this is discussed with residents, relatives and staff. The views of residents who have communication difficulties are sought using photographic prompts and aids such as 'Talking Mats'. Consultation was evidenced by the inspectors through discussion with residents, relatives and staff and by examination of minutes of regular resident, relative and staff meetings. From discussion with residents and review of records it was evident that issues and suggestions raised are addressed promptly and appropriately.

Examples of action taken in response to suggestions made by residents or their relatives are: menu suggestions for potted meat, haggis, poached eggs and fillet steak have all been implemented. A consultation exercise was done to identify measures to help residents and visitors recognise staff better. As a result, the service has introduced new individual badges and produced a folder which gives a detailed background on each member the staff team. Each pen profile includes a photograph of the staff member, family information and details of their training and work experience. The folder is prominently displayed in the public areas of the home and

easily accessed. This helps ensure people who use the service have good knowledge about the people who work in Links View.

Comments from residents and relatives included;

"We have meetings, family meetings, you can bring up anything at them"

"I am very content and happy here"

"Get the newsletter which keeps us up to date"

"Have had questionnaires to complete"

### **Areas for improvement**

The self assessment identifies the service provider's commitment to ongoing involvement of residents, families and staff in every aspect of development within the care home. This includes the continuation of the quarterly quality focus forums which take place to review and discuss individual quality themes.

The service should continue to promote consultation and evidence actions taken and improvements which have resulted.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

### Service strengths

The philosophy of the service promotes autonomy of residents.

Individual personal plans were seen to be in place for each resident. A sample of residents' personal plans were examined and were found to be person centred and included an informative life history and an overview of the person's abilities, likes, dislikes, social and health care needs, any assistance required and how this was to be provided.

A range of risk assessments were in place which had also informed the drawing up of the care plans.

We saw that the resident or their relative/carer signed to confirm their agreement with the contents of the personal plan. Relatives of residents told us they are invited to attend care review meetings and can advocate on behalf of the resident if wished, their views are sought and addressed and a record of the meeting is kept in the personal plan.

The information recorded in the personal plans was seen to be regularly reviewed and updated.

An activities planner was publicly displayed and we saw that a range of social activities was offered seven days per week. Activities are linked to individual preferences and also care needs and abilities. Residents can choose which activities they wish to participate in. The range of activities promotes quality of life. We saw that birthdays and other special dates and important events are celebrated and community involvement is supported. For example a monthly church service is held in the home, church elders visit and a resident is supported to attend her local church.

A local potter visits and residents participate in 'Potter About' which includes painting pottery. A resident also benefits from visits from a musical therapist.

The service is in the process of arranging an interpreter to visit and chat with a resident who speaks English as a second language. The service is also sourcing a newspaper in the resident's native language.

## Areas for improvement

The personal plans could be further improved by ensuring all aspects including individual care plans are written from the resident's perspective, in the first person.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

**Quality Theme 2: Quality of Environment - NOT ASSESSED**

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

### Service Strengths

As already noted in Quality Statement 1.1 the service actively encourages the views of residents and their relatives on all aspects of the service and life in Links View including the quality of staffing.

Residents are invited to be involved in staff employment interviews. This can be as an interview panel member or via a less formal chat session with the applicant and other residents. The views of the residents on each applicant's suitability is taken account of, recorded, signed and stored in the staff member's personnel file.

Residents and visitors to the home confirmed they are made aware of staff training events and achievements via the publicly displayed staff folder, newsletter and in group meetings. The manager seeks feedback from people who use the service about staff performance and this informs staff supervisions, appraisals and team meetings.

Comments from residents and relatives included;

"The carers are very nice, very helpful"

"Mum is looked after very well"

"The staff are very friendly and more like family whilst remaining professional"

"I think all the staff in the Links View team do a wonderful job, often in very difficult circumstances"

### Areas for improvement

As noted in the self assessment the service provider is committed to continue to involve residents and staff within the service to make choices and input into recruitment and retention of staff.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

### Service strengths

The service has a comprehensive range of policies and procedures in place to direct and support staff practice. Policies reflect best practice and were regularly reviewed and dated. Staff confirmed the content of policies was regularly discussed at team meetings.

The service provider and manager are committed to the overall improvement of the care service. From discussion with residents, relatives and staff it was evident that staff have good relationships with residents and visitors to the service. Inspection questionnaires returned to us indicated that residents and their relatives felt that staff treated residents with respect and had the skills and experience to meet their needs. A training programme was in place which provided staff with opportunities for regular training in areas relevant to their work. Training records identified when updates of compulsory training was needed. Staff told us they feel valued by the service provider and consultation is a central philosophy of the service. Staff demonstrated values such as respect, dignity and choice were important to them. They confirmed there were plenty of training opportunities and training was underpinned by the National Care Standards and SSSC Code of Practice. Recent training had included; dementia, managing falls, person centred planning, moving & handling, nutrition, food hygiene, challenging behaviours, social activities.

There was a pleasant atmosphere throughout the inspection and residents and staff were observed to interact well together. We saw that staff responded well and were sensitive to residents' individual circumstances.

Overall the service was found to have major strengths which had a significant positive impact in relation to this quality statement. Based on the findings of this inspection, the service has been awarded the following grade:

Quality Statement 3.3 - grade 5, very good.

### Areas for improvement

The service provider should continue to progress training based on best practice and monitor and evaluate the effectiveness of the training.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

**Quality Theme 4: Quality of Management and Leadership - NOT ASSESSED**

## 4 Other information

### Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

### Enforcements

We have taken no enforcement action against this care service since the last inspection.

### Additional Information

#### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
<b>Quality of Environment - Not Assessed</b>	
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - Not Assessed</b>	

## 6 Inspection and grading history

Date	Type	Gradings	
17 Dec 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
18 Aug 2010	Announced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	5 - Very Good
31 Mar 2010	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
16 Dec 2009	Announced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed

## Inspection report continued

4 Mar 2009	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 4 - Good 5 - Very Good
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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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## Translations and alternative formats

This inspection report is available in other languages and formats on request.

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