

# Abbeyfield House Care Home Care Home Service

1 Kilwinning Road  
Irvine  
KA12 8RR

Telephone: 01294 279019

Type of inspection: Unannounced  
Inspection completed on: 5 March 2018

**Service provided by:**  
Abbeyfield House Care Home

**Service provider number:**  
SP2005007525

**Care service number:**  
CS2003001140

## About the service

This service registered with the Care Inspectorate on 1 April 2011 to provide a care home service to a maximum of 26 older people with two respite placements available at any one time. The provider is Abbeyfield House Care Home.

The service is located in a residential area of Irvine close to local amenities, transport links and the town centre. The premises has been extended to provide bedrooms on the ground and upper floor with lounge and dining facilities on the lower level. All bedrooms have en-suite facilities including wet floor showers. Four of the 22 rooms are double occupancy and residents have access to a secure patio/garden area. There were 26 residents living in Abbeyfield House during the inspection.

The service's statement of purpose and function is:

To provide the elderly and frail members of the community with a home which:

- is professionally administered by trained staff
- is secure and comfortable
- offers affordable surroundings
- gives companionship within a small household.

The aims of the services are:

- for residents to live an independent life that is full of rewards
- to encourage residents to fulfil their hopes and expectations
- to uphold residents' right to make informed choices about their life and to take reasonable risks
- to treat residents as individuals with their own likes and dislikes and set of values allowing them to make the most of every day
- for residents to participate in daily life within the care home and be assisted in planning their own routine and care
- to respect residents' privacy
- to seek the thoughts and opinions of residents when decisions about the household are required.

## What people told us

We spoke to five residents and two visiting relatives during the inspection. Feedback was positive about the quality of the overall service and people were particularly complimentary about the homely atmosphere and the staff team. Comments included:

"I'm lucky I got a place in here."

"I'm happy - the girls (staff) are great."

"The food's second to none."

"It's very satisfactory - I'm very happy. They're very good to the residents."

"I have every confidence in the staff - they are everything you would wish for when a loved one has to enter a nursing home."

"We have no concerns whatsoever - it's just the best place and (relative) has a new lease of life that we never thought we would see."

We also received 11 completed questionnaires from residents and their relatives. Responses were positive and, when asked whether they were happy with the quality of care:

- eight respondents strongly agreed
- three respondents agreed.

Comments included:

"I am, as is my family, delighted with all the care my (relative) has received. Abbeyfield was our first choice and has been the correct decision."

"The staff at Abbeyfield do an amazing job, not just with our relative but with all the residents. They are always happy, cheerful and do anything to help. They offer great support to our family too. We know our relative is in safe hands with ALL members of staff at all times. Care and compassion is shown at all times, opinions are asked, advice is given and always informed of any concerns."

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at the way the quality of the provision within the service was monitored and discussed the priorities for development with the management team.

## From this inspection we graded this service as:

|   |               |
|---|---------------|
| <b>Quality of care and support</b>          | 5 - Very Good |
| <b>Quality of environment</b>               | not assessed  |
| <b>Quality of staffing</b>                  | not assessed  |
| <b>Quality of management and leadership</b> | 5 - Very Good |

## What the service does well

Residents and their families had high levels of satisfaction with the quality of the service they had experienced. People were complimentary about the staff team and the support they provided within what was described as a homely, welcoming and well maintained environment.

The development of positive relationships had supported good communication with residents and their families. We found a high level of information sharing and an open and transparent approach to involvement informed by a range of meaningful and inclusive forums. This demonstrated a strong commitment to working in a spirit of genuine partnership.

The knowledge, skills and experience of the staff team had enabled them to meet residents' health and wellbeing needs to a very good standard, seeking input from other healthcare professionals when required. The low turnover of staff had provided good continuity of care and the people we spoke to told us that this was

important to them. Residents told us they felt safe and secure and that they trusted staff who were described as responsive and caring. We observed staff interacting with residents in a genuine, warm and patient manner.

We saw examples of very good life stories and personal plans were good overall at reflecting residents' assessed needs and how staff had responded to keep people safe and well.

The delivery of meaningful activity was seen as an integral part of the day to day service with the aim of enhancing residents' quality of experience. We saw that activities were purposeful and enjoyable with positive outcomes recorded. Namaste care (a programme designed to improve quality of life for people with advanced dementia) had recently been introduced and embraced by staff with the positive impact of residents being more settled and contented.

The staff we spoke to were professional, confident and highly motivated. A comprehensive range of training relevant to the needs of residents and staff had been provided and staff told us they felt well supported by the management team. We saw that staff had been allocated individual areas of responsibility with a clear remit that had impacted positively on the quality of the service provided in meaningful ways. This had included health and safety, adult support and protection, health topics and good practice initiatives relating to music therapy, resident involvement and life story books.

We concluded that the service had benefitted from strong, motivational leadership and saw that the contribution of staff had been valued. We saw that staff were self motivated, forward thinking and focussed on developing the service. The exploration and use of good practice guidance had been used to promote positive experiences for residents and this had included the successful introduction of the Namaste care programme mentioned previously. The manager had also introduced the new 'Health and Social Care Standards - My support, my life' to raise awareness and she was keen to embed the 'Care About Physical Activity' (CAPA) programme to help promote physical activity and independence.

The quality assurance system had informed and supported close monitoring of staff practice against the expected standards of service delivery. This had identified areas of strength and highlighted areas for improvement that had subsequently been addressed in a responsive way. This had helped to reduce risk, promote safety and maintain a very good level of performance across the service.

## What the service could do better

The minutes of staff supervision meetings did not clearly reflect the way that continuous learning and development had been explored and supported. This should be reviewed and staff should be supported to develop the reflective skills that will help them to consider what they do well, where they could improve their practice and the impact of the training they undertake - see recommendation 1.

Although we were satisfied that the recruitment of new staff had been carried out safely in order to protect residents, we did identify areas for improvement that would help to ensure that recruitment files clearly demonstrate a values based approach and are fully accountable. We directed the manager to the good practice publication 'Safer Recruitment Through Better Recruitment' (November 2016).

The level of person centred information and evaluation was variable in the personal plans we looked at and care plan goals had not been personalised. This did not reflect how well staff knew each individual. It is important to explore and discuss what is important to the person, in addition to the assessed support they need to maintain safety and wellbeing, and to record this. This helps to ensure that personal plans are used in a meaningful way that informs and delivers personal outcomes as well as responsive care.

The approach to quality assurance could be further improved by developing evidence based audit tools or written standards that can be used to consistently inform and measure performance across the service. Action plans that reflect how areas for improvement have been addressed should form a key part of the quality assurance process.

Although action had been taken to improve the recording of prescribed creams and lotions since the last inspection, we did observe some gaps in the records. The manager agreed to discuss accountability with staff to highlight the importance of maintaining accurate records of the support provided to residents in response to their healthcare needs.

It would be beneficial to review and streamline maintenance records to make it easier to monitor compliance as part of the quality assurance process. This would be supported by archiving older records and developing an annual overview.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The way that continuous learning and development is explored and supported by the supervision framework should be reviewed and staff should be supported to develop the reflective skills that will help them to consider what they do well, where they could improve their practice and the impact of the training they undertake.

National Care Standards - Care Homes for Older People, Standard 5: Management and staffing arrangements.

## 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).

## Inspection and grading history

| Date       | Type        | Gradings   |
|------------|-------------|--|
| 8 Mar 2017 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership |
|            |             | 5 - Very good<br>Not assessed<br>5 - Very good<br>Not assessed           |

| Date        | Type        | Gradings   |
|-------------|-------------|--|
| 25 Jun 2015 | Unannounced | Care and support 5 - Very good<br>Environment 5 - Very good<br>Staffing 5 - Very good<br>Management and leadership 5 - Very good |
| 5 Sep 2014  | Unannounced | Care and support 5 - Very good<br>Environment 5 - Very good<br>Staffing 5 - Very good<br>Management and leadership 5 - Very good |
| 14 Nov 2013 | Unannounced | Care and support 5 - Very good<br>Environment 5 - Very good<br>Staffing 5 - Very good<br>Management and leadership 5 - Very good |
| 31 Jul 2013 | Re-grade    | Care and support Not assessed<br>Environment Not assessed<br>Staffing Not assessed<br>Management and leadership 4 - Good         |
| 3 May 2013  | Unannounced | Care and support 5 - Very good<br>Environment 4 - Good<br>Staffing 5 - Very good<br>Management and leadership 2 - Weak           |
| 10 Oct 2012 | Unannounced | Care and support 5 - Very good<br>Environment 5 - Very good<br>Staffing 5 - Very good<br>Management and leadership 4 - Good      |
| 28 Mar 2012 | Unannounced | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing 5 - Very good<br>Management and leadership Not assessed   |
| 13 Dec 2010 | Unannounced | Care and support 5 - Very good<br>Environment Not assessed<br>Staffing Not assessed<br>Management and leadership Not assessed    |

| Date                      | Type          | Gradings  |                  |               |             |               |          |               |                           |               |
|---------------------------|---------------|---|------------------|---------------|-------------|---------------|----------|---------------|---------------------------|---------------|
| 26 Jul 2010               | Announced     | <table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>6 - Excellent</td> </tr> </table>   | Care and support | 6 - Excellent | Environment | Not assessed  | Staffing | Not assessed  | Management and leadership | 6 - Excellent |
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| Environment               | Not assessed  |   |                  |               |             |               |          |               |                           |               |
| Staffing                  | Not assessed  |   |                  |               |             |               |          |               |                           |               |
| Management and leadership | 6 - Excellent |   |                  |               |             |               |          |               |                           |               |
| 25 Feb 2010               | Unannounced   | <table border="0"> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>   | Care and support | 6 - Excellent | Environment | Not assessed  | Staffing | Not assessed  | Management and leadership | 5 - Very good |
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| Staffing                  | Not assessed  |   |                  |               |             |               |          |               |                           |               |
| Management and leadership | 5 - Very good |   |                  |               |             |               |          |               |                           |               |
| 25 Aug 2009               | Announced     | <table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table> | Care and support | 5 - Very good | Environment | 5 - Very good | Staffing | 5 - Very good | Management and leadership | 5 - Very good |
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| Environment               | 5 - Very good |   |                  |               |             |               |          |               |                           |               |
| Staffing                  | 5 - Very good |   |                  |               |             |               |          |               |                           |               |
| Management and leadership | 5 - Very good |   |                  |               |             |               |          |               |                           |               |
| 12 Mar 2009               | Unannounced   | <table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>                | Care and support | 4 - Good      | Environment | 5 - Very good | Staffing | 4 - Good      | Management and leadership | 4 - Good      |
| Care and support          | 4 - Good      |   |                  |               |             |               |          |               |                           |               |
| Environment               | 5 - Very good |   |                  |               |             |               |          |               |                           |               |
| Staffing                  | 4 - Good      |   |                  |               |             |               |          |               |                           |               |
| Management and leadership | 4 - Good      |   |                  |               |             |               |          |               |                           |               |
| 4 Nov 2008                | Announced     | <table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>                | Care and support | 4 - Good      | Environment | 5 - Very good | Staffing | 4 - Good      | Management and leadership | 4 - Good      |
| Care and support          | 4 - Good      |   |                  |               |             |               |          |               |                           |               |
| Environment               | 5 - Very good |   |                  |               |             |               |          |               |                           |               |
| Staffing                  | 4 - Good      |   |                  |               |             |               |          |               |                           |               |
| Management and leadership | 4 - Good      |   |                  |               |             |               |          |               |                           |               |

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