

Forth Bay Care Home Service

Walker Street
Kincardine
FK10 4NT

Telephone: 01259 730 001

Type of inspection:
Unannounced

Completed on:
29 March 2024

Service provided by:
ARIA HEALTHCARE GROUP LTD

Service provider number:
SP2013012090

Service no:
CS2013318119

About the service

Forth Bay is a purpose built care home located in Kincardine, Fife. The provider is Aria Healthcare Group Ltd.

The care home is registered to provide care for 58 adults and older people. At the time of the inspection there were 56 people living there.

The home is over two floors and comprises of four units with communal areas, kitchenettes and outdoor spaces. The local area has transport links to Edinburgh, Glasgow and Dunfermline, as well as a number of amenities including shops, Church, pubs and restaurants.

About the inspection

This was an unannounced follow up inspection which took place on 29 March 2024. The inspection was carried out by one inspector 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 two people using the service
- spoke with five staff and management
- observed practice and daily life
- reviewed documents.

Key messages

- The requirement on stress and distress care plans had been met.
- Stress and distress care plans gave clear direction and guidance to staff.
- Observations of practice supported service leaders to identify good practice and areas for development.
- There was consistency in how people who experienced stress and distress were supported.

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

This was a follow up inspection, meaning that not all key quality indicators were evaluated at this time. Therefore, the evaluations from the previous inspection remain in place. See report dated 16 February 2024.

How good is our leadership?

4 - Good

This was a follow up inspection, meaning that not all key quality indicators were evaluated at this time. Therefore, the evaluations from the previous inspection remain in place. See report dated 16 February 2024.

Areas for improvement

1. To ensure people living in the service experience a service with well trained staff, the provider should ensure that staff are competent. This should include, but is not limited to, recorded competency checks and/or observations of practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

How good is our staff team?

4 - Good

This was a follow up inspection, meaning that not all key quality indicators were evaluated at this time. Therefore, the evaluations from the previous inspection remain in place. See report dated 16 February 2024.

How good is our setting?

4 - Good

This was a follow up inspection, meaning that not all key quality indicators were evaluated at this time. Therefore, the evaluations from the previous inspection remain in place. See report dated 16 February 2024.

Areas for improvement

1. 1. To promote the health and wellbeing of people using the service, the provider should ensure that activities are planned, reviewed and evaluated on a regular basis.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'I can 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' (HSCS 1.25)

and

'I can maintain and develop my interests, activities and what matters to me in the way that I like' (HSCS 2.22).

How well is our care and support planned?

4 - Good

This inspection focused on the requirement given at the last inspection. We looked at a number of care plans and found that stress and distress care plans were in place. These plans gave staff specific guidance on how to support people who experience stress and distress. Plans included any known triggers, established methods and interventions to alleviate stress and distress, and details on how people presented when experiencing stress and distress. Guidance was detailed to ensure that people would not be subject to any restraint. Plans also noted that medication should only be used as a last resort. We could be confident that people were receiving the right care and support at the right time.

Staff told us that stress and distress care plans had been reviewed since the last inspection and that they gave clear information and guidance to care for people. We spoke to staff about specific people and found that there was a consistent approach to their care, underpinned by clear information and guidance in care plans.

Further systems were in place to support people who experience stress and distress. Behaviour charts were completed regularly where this was identified as being required. This meant that prompt referrals could be made to health professionals if needed. Observations of practice had commenced since last inspection with a focus on how staff work with people who experience stress and distress. These had highlighted strengths in a number of areas as well as areas of staff development. We heard that these had been successful and there were plans to continue and expand observations of practice.

This requirement has been met, and we have given a new evaluation of 'Good'

Areas for improvement

1.1. To ensure that people's views and wishes are heard, the provider should evidence how people are involved in their care and support. This should include, but not be limited to, care plans, reviews and resident's meetings. Where people are unable to contribute themselves, involvement should be sought from their legal representative and/or relatives.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change' (HSCS 1.12).

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

Requirements

Requirement 1

By 28 March 2024, the provider must ensure that people are supported with stress and distress.

To do this, the provider must, at a minimum:

- a) ensure that people have a personal plan in place which provides specific guidance to staff on how to care and support them during any episodes of stress and distress;
- b) ensure the plan considers any possible contributing factors to stress and distress in order to prevent stress and distress from occurring if possible; and
- c) ensure the plan includes any known triggers, as well as established methods to alleviate stress and distress.

This is to comply with Regulation 4(1)(a) and (c) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This requirement was made on 16 February 2024.

Action taken on previous requirement

This inspection focused on the requirement given at the last inspection. We looked at a number of care plans and found that stress and distress care plans were in place. These plans gave staff specific guidance on how to support people who experience stress and distress. Plans included any known triggers, established methods and interventions to alleviate stress and distress, and details on how people presented when experiencing stress and distress. Guidance was detailed to ensure that people would not be subject to any restraint. Plans also noted that medication should only be used as a last resort. We could be confident that people were receiving the right care and support at the right time.

Staff told us that stress and distress care plans had been reviewed since the last inspection and that they gave clear information and guidance to care for people. We spoke to staff about specific people and found that there was a consistent approach to their care, underpinned by clear information and guidance in care plans.

Further systems were in place to support people who experience stress and distress. Behaviour charts were completed regularly where this was identified as being required. This meant that prompt referrals could be made to health professionals if needed. Observations of practice had commended since last inspection with a focus on how staff work with people who experience stress and distress. These had highlighted strengths in a number of areas as well as areas of staff development. We heard that these had been successful and there were plans to continue and expand observations of practice.

This requirement has been met, and we have given a new evaluation of 'Good'

Met - within timescales

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	5 - Very Good
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing 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
How good is our setting?	4 - Good
4.3 People can be connected and involved in the wider community	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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

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

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.