

# Strathview Care Home Care Home Service

Carswell Wynd  
Auchtermuchty  
Cupar  
KY14 7FG

Telephone: 01337 827 480

**Type of inspection:**  
Unannounced

**Completed on:**  
26 October 2022

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

**Service provider number:**  
SP2013012090

**Service no:**  
CS2013318123

## About the service

Strathview Care Home provides 24 hour care for a maximum of 25 older people. The home is a purpose built; ground level property situated in the rural village of Auchtermuchty. All rooms are single occupancy, 24 rooms have ensuite shower and toilet facilities, and one room has an ensuite toilet only. There are pleasant areas to sit in around the home and grounds. The home enjoys attractive views across open farmland towards the Lomond Hills. There is adequate on-site parking for visitors and good access to the village centre and social resources.

There were 23 people living there at the point of this inspection.

## About the inspection

This was an unannounced, follow up inspection which took place on 20 October 2022. The inspection was conducted 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 three staff and management
- observed practice and daily life
- reviewed documents

## Key messages

People were treated with kindness and respect.

Staff were motivated and worked well together.

Care plans did not accurately reflect people's needs and preferences.

Some staff required training relating to people's nutritional needs.

## 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?	3 - Adequate
How good is our leadership?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

3 - Adequate

We made a requirement at our last inspection in August 2022 in relation to people's nutritional needs. We were not satisfied that the provider had made the necessary improvements and as a result people's health and wellbeing needs were not being fully met. We have extended the requirement timescales to allow for additional staff training and evidence of robust quality assurance.

Please see the "Outstanding requirements" section of the report for further details of the inspection.

### Requirements

1. 1. 1. By 12th December 2022, the provider, in order to protect the health, welfare and safety of those who use the service, must ensure, as a minimum:

- a) all catering staff are suitably trained to meet people's nutritional needs
- b) good practice guidance is in place
- c) care plans accurately reflect people's nutritional needs
- d) care plans are reviewed regularly and updated as needed
- e) ensure timely referrals are made in relation to people's health needs

This is in order to comply with Regulation 4(1)(a) (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 my 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)

## How good is our leadership?

3 - Adequate

We made an area for improvement at our last inspection in August 2022. We saw evidence of the provider and management team having made changes in their quality assurance processes. As a result we felt confident that the area for improvement had been met.

Refer to the 'outstanding areas for improvement' section of the report for further details of the inspection.

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

### Requirements

#### Requirement 1

1. 1. By 17th October 2022, the provider, in order to protect the health, welfare and safety of those who use the service, must ensure, as a minimum:

- a) all catering staff are suitably trained to meet people's nutritional needs
- b) good practice guidance is in place
- c) care plans accurately reflect people's nutritional needs
- d) care plans are reviewed regularly and updated as needed
- e) ensure timely referrals are made in relation to people's health needs

This is in order to comply with Regulation 4(1)(a) (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 my 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 15 August 2022.**

#### Action taken on previous requirement

The provider had partly met the requirement in relation to people's nutritional needs.

Some catering staff had accessed training in relation to people's dietary needs, but not all necessary staff had completed this. Training was scheduled for the outstanding staff members.

We saw evidence of people's care plans and risk assessments being updated to reflect people's nutritional needs. However, they did not consistently reflect people's current needs, even with regular reviews taking place. Improved quality assurance processes were required to ensure the care plans had the appropriate information to inform the individual's care.

There was good practice guidance in place and the management team were supporting staff's understanding of this. There was evidence of appropriate health referrals having been actioned.

As a result, we have extended the date of the requirement to 12 December 2022 to allow the provider additional time to carry out the necessary outstanding actions.

**Not met**

## 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

1. In order to ensure people, have access to high quality facilities the provider should ensure:
  - a) quality assurance is robust to ensure on going repairs and maintenance of essential systems are identified and acted upon.
  - b) systems are in place to ensure staff are aware how to report any faults and repairs.
  - c) the garden area is upgraded with safe and appropriate seating available for people living there.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy, and well-maintained premises, furnishing and equipment. (HSCS 5.24)

**This area for improvement was made on 15 August 2022.**

#### Action taken since then

We saw evidence of remedial work having been undertaken in the care home. There was an active improvement plan in place for upgrading the home, including the garden area.

Quality assurance procedures had improved alongside improved communication relating to reporting any maintenance issues.

We felt confident that the changes made were sustainable and as a result of this, the area for improvement was met.

### Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Detailed evaluations

How well do we support people's wellbeing?	3 - Adequate
1.3 People's health and wellbeing benefits from their care and support	3 - Adequate
How good is our leadership?	3 - Adequate
2.2 Quality assurance and improvement is led well	3 - Adequate

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