

Kirk Lane Nursing Home Care Home Service

Kirk Lane
Livingston Village
EH54 7AY

Telephone: 0131 523 0440

Type of inspection:
Unannounced

Completed on:
28 September 2022

Service provided by:
Randolph Hill Nursing Homes
(Scotland) Ltd

Service provider number:
SP2003002451

Service no:
CS2021000137

About the service

Kirk Lane Care Home registered with the Care Inspectorate on 30 June 2021. It provides support to a maximum of 60 older people. At the time of our inspection 42 people were living in the home. The provider is Randolph Hill Nursing Homes (Scotland) Ltd.

The home is situated in Livingston Village, with easy access to local amenities. The home is divided into six individual 10-bedded suites. Each of the suites has its own lounge, dining room and pantry kitchen. All bedrooms have en-suite toilet and shower facilities. The home benefits from having a well-maintained accessible garden along with a cinema space and sensory room. The home is modern and equipped to a high standard.

The service states its aim is "to provide a homely environment, and appropriate care and support for each individual resident, to enable them to achieve the best possible quality of life."

About the inspection

This was an un-announced inspection which took place on 27 and 28 September 2022. 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 registration information and information submitted to us by the service.

In making our evaluations of the service we:

- spoke informally with people living in Kirk Lane
- spoke with eight relatives and friends of people who live in the home
- spoke with managers and staff from a variety of roles within the home
- observed practice and daily life
- checked infection prevention and control (IPC) procedures
- sampled care plans and a variety of other documents and recordings
- spoke with visiting professionals

Key messages

- The service was operating at a very good level
- There were enough staff to safely meet people's needs and wishes
- There was a peaceful and relaxed atmosphere in the home
- The home was well maintained, and the environment was clean and tidy
- People were receiving visitors in line with current 'Open with Care' guidance

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?	5 - Very Good
How good is our leadership?	5 - Very Good

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

How well do we support people's wellbeing?

5 - Very Good

We made an overall evaluation of very good for this quality indicator as there were major strengths in supporting positive outcomes for people. There were minimal areas for improvement.

People benefited from a range of opportunities that promoted health and wellbeing. The service had established good links with the local GP practice. The community nursing team and GP visited the home at least once a week and were available to people sooner if required. Visiting health professionals spoke highly of the service, confident that staff were alert and responsive to any changes in people's health.

People felt well supported by the home. One person told us their health had improved since moving into the home. Comments included people stating they "had got their life back" and felt "safe and well looked after." Family members spoke highly of the service, with comments including "staff are excellent" and "my relative is well supported."

Care planning was clear and informative, containing the correct guidance for staff. Plans were detailed, up to date, and contained person-centred information relating to people's individual support needs. Staff were alert to potential risks including falls and pressure care. There were protocols in place for the management of these risks. Clear action plans were put in place in the event someone experienced a pressure care wound.

Medication was administered by nurses and trained care staff. The service was using an electronic system for the management of medication. Staff were still in the process of familiarising themselves with the system. There had been a few medication errors in the home. We discussed with the manager the importance of establishing the root cause of any errors to prevent a recurrence.

Care and support was provided in an unhurried manner. There were enough staff to safely meet people's needs and wishes. People were encouraged to follow their own routines and staff worked around these routines. People told us the home was "resident led" and "staff couldn't do enough for them." Another person said, "the manager was always available for a chat if needed." People spoke highly about the quality of food in the home. There was a good variety of choice and meals were nutritious and well presented.

There was a variety of regular activities taking place in the home which were organised by the in-house activities team. These were well planned, and we saw how much people enjoyed them. The home had established community links including local schools and churches. There were opportunities for people to go out in the services bus. We discussed how these opportunities could be built upon and were confident the leadership team would progress in this area. A family member commented that activities staff "were exceptional."

Friends and family members were encouraged to visit the home freely in line with current Covid-19 guidance. People were able to arrange trips out with loved ones as and when they wished. Family members we spoke with felt well supported during visits. One person said "we are always made to feel welcome."

People were safe and protected because the home had effective Infection Prevention and Control (IPC) measures in place. Staff were trained in IPC and Covid-19 and the manager had recently introduced additional on-line training.

The environment was clean, tidy, and well maintained by maintenance and domestic staff. People's bedrooms were very individualised and nicely decorated. Enhanced cleaning schedules were being used to clean high-touch areas that may pose a greater risk of the spread of infection. Managers were regularly observing staff practice around areas such as hand hygiene, to ensure appropriate levels of staff practice were maintained. Regular quality assurance of IPC was also taking place.

How good is our leadership?

5 - Very Good

We made an overall evaluation of very good for this quality indicator as there were major strengths in supporting positive outcomes for people. There were minimal areas for improvement.

People's experiences were continually evaluated to ensure they received the right care and support to meet their outcomes. The service was operating at a very high level in terms of supporting people to achieve positive outcomes. There was a strong ethos that people should be supported to achieve their goals and aspirations regardless of age.

The values of the service were clear, and this was demonstrated in the service development plan, which put the needs and wishes of people experiencing care first. People were encouraged to give feedback on how they felt the home was performing and people's views were acted upon. Staff we spoke with felt valued by their managers.

Quality assurance activities in the home were effective and used to drive change. A variety of auditing and quality assurance was taking place by leaders in the home. These activities identified any issues and improvements required were generally followed through to completion. The overall service development plan was informed by the quality assurance taking place in the home.

Staff at all levels had one-to-one meetings with their line managers. These were used to reflect on practice and identify any practice issues. These sessions could be enhanced further with more detailed recordings that captured any required actions. We discussed this with the manager and were confident it would be put in place.

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?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	5 - Very Good
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	5 - Very Good
How good is our leadership?	5 - Very Good
2.2 Quality assurance and improvement is led well	5 - Very Good

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