

Larkfield View Care Centre Care Home Service

Burns Road
Greenock
PA16 0PS

Telephone: 01475 637 100

Type of inspection:

Unannounced

Completed on:

31 July 2018

Service provided by:

Flagship Tower (Greenock) Limited

Service provider number:

SP2006008026

Service no:

CS2004085044

About the service

Larkfield View is a care home (with nursing) registered for 90 older people who may have dementia and/or physical disabilities. The provider is Flagship Tower (Greenock) Limited. This service registered with the Care Inspectorate in April 2011.

The care home is located in a residential area of Greenock and is purpose built with accommodation over three floors divided into four units. Bedrooms are all single with en-suite facilities including showers. Each unit has dining rooms, lounges and adapted bathrooms. There are other rooms and areas, such as a hairdressing salon and an enclosed garden that residents can use. There were 89 residents living in the home during the inspection.

Examples of the aims and objectives of the service are:

- to provide an environment that all service users can regard as their home.
- to offer care that is of the highest standard, tailored to meet the individual's specific wishes and choices .
- to provide care that is non-discriminatory and to treat service users with respect regardless of age, gender, sexual orientation, race or religious belief.
- to encourage and value input from relatives and actively encourage anyone involved in the home to express their opinion.
- to strive to create a home where, in comfort, safety and security, each service user can be the individual that.

What people told us

We received very good feedback about the service from both residents and relatives we spoke with. One resident told us 'I feel like it's a very good care home and I'm well looked after'. Another resident said 'I get wonderful care in a difficult situation. The staff are lovely and are very kind.'

When we spoke with relatives, the comments we got were positive. One relative said 'I chose this home because I felt a good vibe. It felt very much alive and this was good for my relative. Staff are all friendly and helpful. They are respectful of the residents. I would not hesitate to recommend this home to anyone.'

Further comments from residents and relatives are noted throughout the report.

Self assessment

We did not ask for a self-assessment this year.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

We were able to see that residents were cared for by compassionate, knowledgeable staff who clearly knew the residents well. We saw positive use of humour and residents responded well to this.

Staff were described by residents as 'great', 'really caring' and a 'good laugh'. Relatives commented that "I could never look after my loved one as well as the staff do here" and "all members of staff are really nice and my mum has really taken to them."

During the dining experience we saw that staff were patient and pleasant when assisting residents with their meals. The tables were nicely set and there was a calm atmosphere which allowed residents to enjoy their meal in an unhurried yet supportive way.

Residents were able to enjoy a range of activities to promote their health and well-being. One resident told us "I really like the bingo. I won a scarf", another resident said "there is a good variety of activities." Every year the home arranged for a group of residents to go on holiday. This was really enjoyed by the residents and staff were more than happy to volunteer to go. Activity staff knew the likes and preferences of residents and they worked hard to ensure that residents were engaged in meaningful activities on a regular basis.

Each resident had a care plan which guided staff on how to care and support them. The care plans were reviewed regularly. There was good input from external health professionals. One we spoke with stated "the staff are organised for my visit and have the products I need to care for each resident I see. I have no concerns." This ensured that residents health needs were being supported by a knowledgeable team of staff.

The systems within the home to ensure safe and responsive care was well managed. We sampled accident and incident recording, finance management for residents, maintenance records and recruitment records. It was evident that residents needs and safety were of importance to the home as we found no areas of significant concern.

Staff were caring, motivated and fully aware of their role in ensuring residents were well cared for. One relative told us "I feel happy when I come in and I hear the staff singing with the residents, staff really care." The training and supervision they received supported the staff to reflect on their practice and be confident when caring for the residents. The recommendation made at the last inspection relating to supervision has been met.

What the service could do better

All residents should have access to meaningful activities which engage them and promote their well-being. We felt that some residents benefitted more than others from the activities programme that was in place. The activities team were open to ideas and suggestions we discussed. Their pro-active response gave confidence that all residents would benefit from more meaningful activity in the future.

The care plans we sampled were not as person centred as the practice we saw 'on the floor.' We did not get a sense of people's identity from the care plans we looked at as they were mainly clinical in tone and content. To help maintain residents' mental health and wellbeing specific needs should be included in the care plan. For example when stress and distress are evident. The care plan should be person centred and outline the particular need but also how staff will support that need.

In residents' best interests and to keep them safe, medication management and recording needed to improve within the home. We saw areas of practice that gave cause for concern however the management team were responsive and action was taken to begin to address the concerns. This will be an area for improvement.

For the safety and well-being of residents, staff needed to pay more attention and follow their professional training and codes of practice in certain areas. We discussed areas of concern regarding infection control, continence management and record keeping with staff and the management team. The management team were responsive to the concerns raised however all staff need to take responsibility for their own actions and challenge other colleagues if there are deficits identified. This will be an area for improvement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

Date	Type	Gradings
11 May 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
5 May 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
5 Oct 2015	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
20 May 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
20 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 4 - Good
9 Apr 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 4 - Good
25 Nov 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
4 Jun 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate 4 - Good
6 May 2013	Re-grade	Care and support Environment Staffing Management and leadership	2 - Weak Not assessed 2 - Weak 2 - Weak
29 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
29 Aug 2012	Unannounced	Care and support Environment Staffing	4 - Good 2 - Weak 4 - Good

Date	Type	Gradings	
		Management and leadership	Not assessed
26 Apr 2012	Re-grade	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate Not assessed
21 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good
28 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good
16 Feb 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
9 Sep 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
29 Apr 2010	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good 4 - Good
19 Nov 2009	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 4 - Good 3 - Adequate
12 Jun 2009	Announced	Care and support Environment Staffing	3 - Adequate 3 - Adequate 3 - Adequate

Date	Type	Gradings	
		Management and leadership	3 - Adequate
29 Apr 2009	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak Not assessed Not assessed
29 Jan 2009	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 2 - Weak 2 - Weak
15 Jul 2008	Announced	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 2 - Weak 3 - Adequate

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