

Leuchie House Care Home Service

Leuchie House
North Berwick
EH39 5NT

Telephone: 01620 892864

Type of inspection: Unannounced
Inspection completed on: 1 November 2016

Service provided by:
Leuchie

Service provider number:
SP2011011585

Care service number:
CS2011289688

About the service

Leuchie House is registered as Care Home providing a short break and respite service. Leuchie House can accommodate up to 23 guests, with separate accommodation available for carers. Leuchie House has eight double rooms and seven single rooms, there is also separate accommodation for carers. The staff team includes registered nurses and there is an onsite physiotherapist.

Leuchie House provides guests with a variety of services, including 24 hour specialist nursing care, in-house physiotherapy, beauty and complementary therapies and a full programme of outings and activities. The service is set in extensive grounds just outside of North Berwick town in East Lothian.

Leuchie House is an independent charity, governed by a Board of Trustees.

Leuchie House's aims are "to enhance the quality of life for those people affected by long term physical disability by providing high quality respite in a non-clinical setting, with a dedicated team of professionals to support the needs of guests and carers."

What people told us

Prior to visiting Leuchie House we spoke with 10 relatives by phone and received feedback via email from six. At the inspection we spoke with a further nine people staying at Leuchie House. All nine people we spoke with had stayed at Leuchie House previously. Everyone said they looked forward to their break and when asked, could not think of any one thing to improve their time at Leuchie House. People said they had the opportunity to relax, spend time using the facilities, such as physiotherapy and complimentary therapies or take part in activities and day trips. It was clear from speaking with people that their break was directed by them and they had full choice in what they wanted to do. It was also clear that the break benefited them and their relatives/carers greatly. Everyone felt that Leuchie House provided a much needed resource for them and without this they would be unable to have a holiday and also enable their relatives to have respite from their caring role.

Comments from relatives included:

"I would give Leuchie a very high rating and they gave me great attention as a carer.

Personally over the years I have found the staff a pleasure to speak to and extremely helpful/supportive. Each visit is well organised in terms of pre-admission contact and the time taken to discuss any new care needs and concerns that I might have. I genuinely from our point of view can't think of anything that I could suggest in terms of improvement. Three years in it works for us and we are very happy with the service that Leuchie provides.

My husband enjoyed his stay and benefited so much from his time there.

Over the years I have found the staff a pleasure to speak to and extremely supportive.

Staff always know how to help and my wife is treated with respect.

I know my wife will receive the best of care."

We also sent out 50 questionnaires to people who have stayed at Leuchie House as part of the inspection, 20 were returned. Comments included:

"Leuchie house is an invaluable service, without this I would never be able to get a break.

Staff follow my support plan that I had a say in and how I like people to do things.

Although I am unable to move independently, I am treated with respect and consideration, therefore my mind is independent.

The service can alter their provision depending on what I am looking for on that particular holiday.

When I arrive at the gate I leave my anxieties outside, staff are respectful and friendly creating a relaxed stress free atmosphere.

My holiday coming up is my fourteenth, need I say more."

One person commented on staffing "I appreciate the environment and staff approach but notice on occasions, depending on the level of care people require, more carers should be employed." This is discussed under theme 3, management and staffing.

Self assessment

A fully completed Self-assessment document was submitted by the service and gave relevant information for each of the Quality Statements under the three Quality Themes. The service identified its strengths and areas for future development. The Self-assessment gave comprehensive information and was completed to a very good standard.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

What the service does well

Leuchie House provided an important short break and respite service for people with a range of complex conditions and their carers. The service enabled people to have a short break in an environment out with a care home setting or hospital whilst still having access to 24 hour nursing care. People who had stayed at Leuchie House at this and previous inspections said that they saw Leuchie House as a place where they could relax, take part in activities and social outings and enable their carers to have a break knowing they would be safe and well cared for. The people we spoke with as part of the inspection felt the service provided by Leuchie House was invaluable to them.

We saw that the staff team supported each person in a respectful, knowledgeable manner ensuring that their support reflected both individual health needs and personal choices. We saw that the guests staying at Leuchie House chose how they wanted to spend their time and that their choices were fully respected by the staff team. Guests could choose from in house activities, outings, complementary therapies and access to physiotherapy during their stay at Leuchie House.

We found there were comprehensive systems in place to ensure all guests' stays met their expectations. This

included pre stay phone calls, one to one meetings to discuss health and support needs and an in house physiotherapy assessment. The information collated was the foundation of the personal support plan.

Guests had the opportunity to meet with volunteers who would complete evaluations at the beginning and end of their stay. This linked into the underpinning quality assurance system used to ensure that guest experiences reflected the expected standards of Leuchie House.

Leuchie Houses code of conduct demands adherence to good practice and professionalism. All Policies and Procedures open with a statement that commits to the underpinning quality standards. All staff received training on these policies.

There was a system in place to ensure that staff practice was being developed and discussed as part of the day to day management of Leuchie House. Registered nurses were responsible for overseeing the standards of practice within the service. They were supported by a nurse manager and an operations manager.

Staff had the opportunity to reflect on their work through a yearly appraisal and one to one meetings with their line manager. We also saw that the service held several meetings within the staffing structure. The meetings evidenced that practice issues, staff issues and organisational policy were discussed on a regular basis.

There was a comprehensive recruitment procedure in place. This included procedures for the applications, interview, appointment of staff and induction to the service.

What the service could do better

We saw that handheld devices which were being used to update personal plans and record outcomes for guests during their stay at Leuchie House. This meant the changes to support would take effect immediately for everyone to see and therefore improve consistently should needs change. However we found there was a lack of information in the personal plan and that further development of the system used and information stored was needed. (See recommendation 1).

Whilst we saw that the direct support was generally of a high standard, over the last four months staff vacancies and sickness had a significant impact on the service. We saw a higher than expected use of agency staff and that this had impacted on the morale of the permanent staff members. Although we were confident that the staffing issues were now resolved we saw that there was not enough staff on duty in the evenings to support flexibility and choice should there be a full complement of guests staying at Leuchie House. (See recommendation 2).

Whilst we saw that all relevant recruitment checks were carried out, we saw a lack of consistency in some elements of record keeping. We will follow this up at the next inspection.

We saw that staff had completed mandatory training such as moving and handling, whistle blowing, infection control and adult support and protection. However at present the training on relevant conditions and health needs of the people using Leuchie House was once a year in February, for all of the staff. It would be good practice and of benefit to the staff to have relevant smaller sessions as refreshers throughout the year. We also thought further development of what training was available would be of benefit. We were told that each registered nurse would become a champion in a specific field, they would then hold training sessions for staff. As this was not yet in place we have made a recommendation about training. (See recommendation 3).

We saw that a "triage" meeting had been introduced. This meeting would allow the whole staff team to plan six

weeks in advance for peoples stay at Leuchie House. The meeting would discuss all aspects of care and support. This meant that future stays would be better planned and that staff could receive training where needed on specific healthcare requirements. It also meant staffing numbers could be assessed in advance to allow more flexibility. We thought these meetings would significantly improve how people's stays would be planned for. We will follow this up at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. There should be detailed information stored on the I.T handheld devices about each person's support needs, preferences of support and outcomes of their stay to ensure consistency of support.
National Care Standards, Short Breaks and respite care service for adults, Standard 5, Management and staffing.
2. There should be a review of staffing numbers in the evening to ensure that everyone staying at Leuchie House received care based on their individual preferences.
National Care Standards, Short Breaks and respite care service for adults, Standard 5, Management and staffing.
3. There should be further development of scheduled training to include topics relevant to the people supported .This would include but not be limited to, Dementia, Motor neurone disease, Huntington's, Parkinson's, Stroke and communication methods.
National Care Standards, Short Breaks and respite care service for adults, Standard 5, Management and staffing.

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								
2 Sep 2015	Unannounced	<table> <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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Date	Type	Gradings	
23 Sep 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
8 Aug 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
17 May 2012	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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