

# Lynemore Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
4 August 2023

**Service provided by:**  
Parklands Limited

**Service provider number:**  
SP2003001893

**Service no:**  
CS2017356220

## About the service

Lynemore is a purpose-built care home for older people and is registered for up to 40 people.

The care home is situated in attractive grounds in the town of Grantown on Spey. It has four units, each with ten bedrooms. The bedrooms are spacious and have en-suite facilities. There are communal lounge and dining areas in each of the units.

People who use the service can have independent access to a safe, secure garden area from all of the units. Within the centre part of the care home there is a large and spacious room which acts as a multi-functional room for activities and events, or a bar or a space to enjoy a different aspect of the garden.

The service is operated by Parklands Limited.

## About the inspection

This was an unannounced inspection, which took place between 1 - 3 August 2023, between a variety of hours covering 07:20 and 18:25. 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 seven people using the service;
- either spoke with or surveyed a total of 17 of their family and friends;
- either spoke with or surveyed a total of 26 staff and management;
- observed practice and daily life; and
- reviewed documents.

In addition to this, an anonymous complaint had been logged as intelligence. We considered the intelligence from this complaint as part of this inspection. Information from the complaint fitted within the key questions and quality indicators considered at this inspection.

## Key messages

- People living in Lynemore were treated with compassion, dignity, and respect.
- Lynemore provided a welcoming environment which was homely, comfortable and safe.
- Staff teams worked well together.
- Recently the provider had appointed a manager, cook and activity staff member.

## 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?	5 - Very 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

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant, positive impact on people's experiences.

People experienced care and support with compassion and there were warm, encouraging, and positive relationships between staff and people living in the home. This support enabled people to achieve their individual outcomes.

People were listened to and respected and their preferences were used to shape how they wished to be supported. If people chose to decline, staff would sensitively alter the course of support and check back later.

People experienced support that promoted their independence, dignity, privacy, and choice. People were connected, as they had continued with important relationships from outwith the care home.

People's rights were upheld, and where restrictions were in place, these were justified and consented for by the person, or their legally appointed guardians. For instance, sensor mats to help with monitoring falls. When people were unsettled and displaying behaviour which may be seen as challenging, staff approached this with kindness and consistency, demonstrating they knew people well.

People were involved as much as they were able to be, and this included consultation with legally appointed guardians. They could choose how they spent their day, and our observations confirmed that people were able to be as active as they wished during our inspection. The activities staff member provided some 1-1 activities and a series of group activities. This meant there were good opportunities for most people in the care home. People were actively encouraged to be involved, and support was offered to them where they needed assistance to do this.

Family and friends spoke very highly of the support being offered to their loved ones. They felt included in what was happening in the care home. One family commented on the fact their dad had done more since moving into Lynemore than he had done in a previous setting. One other person living in Lynemore spoke of how he had helped in the garden and had planted a number of colourful beds and pots around the gardens.

Staff were good at interacting with people and looking out for signs of stress or distress. This meant they were anticipating potential risks and managed to minimise the upset this may cause on the individual and others around them.

People had been supported to reconnect with previous hobbies. For example, one person had reconnected with the support of some lessons with an instrument they had played often. Other times staff would sit and encourage people to feel confident in an activity, with another example being a person who needed that to play the piano.

The service had recently hosted their first Pride celebration in the home. Many people, their family and friends and staff attended to watch the performers. The provider promoted their Pride celebrations as a chance to celebrate diversity and inclusivity under the banner "Proud to Care".

The manager and staff completed thorough pre-admission discussions and health-based assessments, to help inform the care and support someone needed. People who needed support with eating and drinking were offered this in a way which was right for them and was respectful. Further work was beginning around making the overall mealtime experience more of a social aspect.

People appeared well presented and comfortable within their surroundings. Nursing and care staff had a good understanding of people's health needs and when it was necessary to seek external advice. Skin integrity plans were up to date. Palliative care was being offered in a way which was respectful and right for the person. People were supported appropriately with medication support, and where there were improvements to be made, the service had identified these and had begun improvements. For instance, they had begun to improve how the efficacy of as required medication was being noted - this was not always listed.

People were encouraged to move regularly within the care home. We asked the service to consider how they could support more people to access the garden spaces on a regular basis.

The cook made a point of chatting with people about their meals and how things were. They had made some improvements to the quality of food since starting in post and people spoke favourably of the quality and taste of food. One person told me the soup was the best they had tasted, and another person told me they had asked for a baked tattie, and it was also the best they had tasted. Some relatives commented the food could still improve, recognising that there had been some improvements lately.

## How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant, positive impact on people's experiences.

A new manager was appointed in March 2023. The manager had carried out aspects of self-evaluation in the service. Their improvement and development plans were up to date and evidenced where the work plan was. The manager had a good understanding of what developments they were working on, and what were the strengths of the service.

The provider had a comprehensive range of quality assurance audits in place, which the manager and staff had been completed regularly. The manager identified actions quickly from those audits and followed these up. The manager reviewed accident and incident report forms regularly and considered any follow up actions which were necessary.

Some staff did not feel as confident about offering feedback or sharing their views with management, which was outweighed more by those who were confident. People indicated there was a different leadership style, which was taking some staff longer to adapt to. Management should remain aware of this, to help enable everyone's views to be heard. The manager was looking at ways to capture people's views and this would be considered along with self-evaluation and improvements and developments.

The provider had robust procedures in place to investigate complaints, or concerns. They demonstrated the robust procedures in action, and had in place, by sharing recent investigations. These were handled in a way which was appropriate and in line with best guidance.

## How good is our staff team?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant, positive impact on people's experiences.

The manager assessed people's dependency levels on a regular basis. They then used this to complete an explanation of the required staffing levels from these assessments. The manager should consider ways to share this information with staff to help them to understand the process for matching staffing levels in each of the wings.

When we looked at staff rotas, these generally demonstrated appropriate level of cover, with some last-minute issues due to absences. Staffing levels allowed for more than basic care needs to be met. Staff worked well across the units, and people who chose to walk to another unit were welcomed and supported. Staff were being appropriately deployed and understood their responsibilities.

Staff skills mix was appropriate and caused no concerns. Care staff felt at times that seniors or shift leaders could spend some more time supporting people on the floor, particularly if someone was unwell, unsettled or things were busy. The manager was considering how to make this supportive support more effective.

Staff shared appropriate information about people's health and wellbeing, and we found the daily meetings in the morning to be beneficial. Staff handing over to the next shift did so in a prompt manner, highlighting the need-to-know information about people.

People benefited from a warm atmosphere because staff were working well together.

## How good is our setting?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for people, therefore we evaluated this key question as very good

People benefited from a setting which was designed so that everyone could independently access all part of the care home. People had access to a welcoming garden from each unit and some people were doing this independently. Where people needed support to access the garden, staff could offer this assistance more routinely.

Each unit was set up with an independent lounge, a dining room, and a small kitchen, which allowed people many choices where to spend their days. People could choose to walk through to another part of the care home, and those opportunities were free from barriers. People's bedrooms were spacious, comfortable and all had ensuite facilities for their use.

The team had completed appropriate assessments of the environment to check that it was set up in a way to support people's independence. Furnishings within the care home were of good quality and kept clean and tidy for people.

People benefited from options to stay connected because the right technology was installed. For instance, good Wi-Fi internet was available, as well as choices around TVs, radios etc. in their individual rooms.

**How well is our care and support planned?****4 - Good**

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant, positive impact on people's experiences.

People benefited from a personal planning system which was done online. This meant that staff were able to update information when needs or health changed. Personal plans reflected people's preferences and wishes in terms of their support. The manager had identified ways they wished to improve these further. Changes which were being made, put people's outcomes in a more person-centred way. They were doing this slowly through the use of the 'resident of the day', to update and review those personal plans.

People's involvement in reviewing their plans could be demonstrated more clearly. Staff did not always identify who had been involved in the review of personal plans. People's involvement, or their legally appointed guardian is important, and staff should consider how they develop the involvement of people more. A small number of legally appointed guardians were unsure if there had been a review of their loved ones' care within the last six months. We reviewed a sample of personal plans which demonstrated these meetings were up to date.

Staff completed health-based assessments and reviewed these regularly. They made sure that appropriate risk assessments were in place. People's personal plans included their wishes should they take unwell, and those end-of-life preferences for their support. This meant the care and support offered to people was right for them.

## 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

To ensure people living in Lynemore can choose an active life and participate in a range of meaningful social and physical activities and conversations every day. To do this, the provider should:

- a) continue efforts to recruit an activities co-ordinator for Lynemore;
- b) ensure there is someone available to cover the role of activities co-ordinator in their absence; and
- c) provide training to all staff about the importance of speaking with people at every opportunity, particularly where people are living with dementia.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, which state that:

'People have time to support and care for me and to speak with me' (HSCS 3.16); and  
'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).

**This area for improvement was made on 14 December 2021.**

## Action taken since then

The provider has recently recruited an activities staff member who had made good progress in setting up regular activities. These activities focussed on a range of group and individual activities.

Additionally, staff were engaged in activities when time allowed, and offering those opportunities to talk to people about their care and support.

The area for improvement has been met.

## Previous area for improvement 2

To ensure the overall health and wellbeing of people living in Lynemore, the provider should ensure people benefit from their mealtimes. To do this, the provider should ensure;

- a) that people are provided with a choice of suitably presented and healthy meals, including texture modified meals, at every mealtime; and
- b) that people can enjoy their meal times in a relaxed and sociable environment.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, which state that:

'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33); and

'I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible' (HSCS 1.37).

**This area for improvement was made on 14 December 2021.**

## Action taken since then

The provider had recently recruited a cook who had improved the quality of food being offered to people living in Lynemore. Further attempts were on-going to recruit a part-time cook to enable seven day cover.

The cook was fully aware and had all the appropriate supports to manage texture modified meals.

This area for improvement has been met.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	5 - Very 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
3.3 Staffing arrangements are right and staff work well together	4 - Good
How good is our setting?	5 - Very Good
4.2 The setting promotes people's independence	5 - Very 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

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