

## Parklands (Care Home) - Buckie Care Home Service

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Telephone: 01542 836 000

**Type of inspection:**  
Unannounced

**Completed on:**  
5 December 2022

**Service provided by:**  
Parklands Limited

**Service provider number:**  
SP2003001893

**Service no:**  
CS2003013765

## About the service

Parklands (Care Home) - Buckie is located on the outskirts of the coastal town of Buckie and is registered to provide a care home service to a maximum of 50 older people, including a respite care service to a maximum of one older person. The home comprises of two modern purpose-built single storey buildings, Parklands and Burnbank.

The provider of the care home is Parklands Limited.

Many of the rooms have en suite toilet facilities and some have en suite showers. In both buildings there are communal lounge and dining areas as well as toilets, bath and shower rooms. There is an attractive garden area between the two buildings that is enclosed and safe for residents to use.

The service's statement of purpose says:

"We aim to provide a warm and friendly atmosphere for our residents in their twilight years, in which they feel at home and in control of their own lives as far as is possible.

## About the inspection

This was an unannounced inspection which took place on 30 November and 1 December 2022. 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 people using the service and their relatives
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with one visiting professional.

**Key messages**

- People recieved the care and support that was right for them.
- People's health and wellbeing had improved since moving into the care home.
- People were supported to lead full and meaningful lives that created new memories.
- The home was very comfortable with very good standards of decor and furnishings.
- Relatives and friends were included and involved in home life and this contributed to their high levels of satisfaction.
- Staff were valued and supported to develop their professional skills and knowledge and to take on extended roles.
- The management and staff team were focused on continual improvement to help people to continue to experience positive outcomes.

**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 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 appeared very happy and well cared for. Time has been taken to assist people with their appearance and to look their best. This helped people to continue to dress as they always had done and to retain individuality.

People were very positive about the staff. They said 'staff could not be kinder', 'staff are just brilliant' and 'the staff are a total credit to Parklands'. The staff team were stable and this meant that they new people well and delivered consistent standards of care and support.

Relatives said 'staff are impressive, they are genuine people' and 'staff know him so well, there is consistently good standards'. This contributed to the high satisfaction they had with the care provision.

Bedrooms had been personalised to a very good standard. Two people took pride in showing us their 'house'. Being surrounded by items that were special to them, made them feel at home and comfortable in their surroundings. Relatives told us they were able to personalise bedrooms prior to their loved one moving in. They felt this helped in the settling in process.

There was good evidence of effective communication. People knew what was planned for the day and were kept up-to-date with any changes. This helped people feel valued. Relatives said that they were updated and informed of any changes.

People were supported to lead active and interesting lives. The activities on offer was reflective of what people wanted to do. Two relatives said that their loved ones led richer and fuller lives since moving into the home, due to the care taken with their social wellbeing. The service had recognised that helping people to remain active and to lead meaningful lives had a positive impact on their health and wellbeing.

People were encouraged to remain mobile. Walking aids were at hand to help people mobilise safely. People said they could 'come and go as they pleased'. There was good use of directional signage which helped people to locate toilets, lounges etc. This helped people to remain independent and make their own choices of where to spend time.

People were positive about the quality of the meals. We felt the dining experience was relaxed and sociable. Care had been taken to ensuring that the dining rooms were well set out and tables were set attractively. Staff demonstrated very good knowledge of special diets and the preferences of people. This helped ensure that people's nutritional needs were being met.

Relatives said that the health of their loved ones had improved since moving into the home. The advanced nurse practitioner said that staff knew people well and quickly identify when their health needs change. This results in prompt referral to ensure that appropriate treatment was implemented.

The provider had invested in supporting staff to develop their skills, knowledge and professional development. This had resulted in staff demonstrating insight into how people's needs change as their

health condition changes. For example, the use of communication prompts when verbal abilities deteriorates.

Visitors to the home said that visiting was relaxed with no restrictions in place. They said they were positive experiences and that there was a choice of places where they could enjoy time with their friend or family member.

We observed and were told about new friendships that had formed in the home. People spoke about how these friendships and companionships had enriched their lives. This helped create a warm and friendly feel in the home. This was important for those people who received fewer visitors.

The links with the local community were being re-established with people enjoying trips out and, events taking place that ensured that the home was visible and included.

The staff team had maintained very good standards of infection prevention and control to help keep people safe from infection. It was positive that this standard was being maintained without creating a clinical feel, the home remained comfortable and homely.

### How good is our leadership?

**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 were supported to have their say. Regular meetings took place that enabled people to hear what was going on in the service and gave them the opportunity to voice their opinions. These opinions were then used to inform any changes. This meant that people felt valued and included.

The development plan was discussed at relatives' meetings. This meant that relatives were informed of any planned changes and gave them the opportunity to contribute and have their say.

Staff meetings were a platform to share the outcome of any audits and any planned changes or improvements. This helped staff buy into the changes and ensured compliance.

People were supported to participate and contribute to care reviews. Any suggested changes made at reviews were acted upon. This meant that the review process was effective and meaningful and that people received the care and support that they wanted.

The provider had implemented a comprehensive programme of regular audits. These assessed the quality of the service provision. For example, regular mealtime audits took place and these helped establish the quality of the meals and the dining experience. Where a deficit was identified, this was corrected and followed up at the next audit to check that the improvement had been sustained.

Staff demonstrated good understanding of what to do in the event of a concern being raised. It was important for them 'to get things right'.

Staff were clear in regards to their role in maintaining standards. The shift leads recognised that part of their role was to monitor the standards of care and support throughout the shift. This helped ensure that people experienced very good standards of care and support and positive outcomes.

The management team and staff had recognised what was important to people and what they wanted. There was an improvement focused culture in the service, and a determination to enhancing people's experiences and quality of life.

## 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

The provider should ensure that all staff receive the relevant training as described in Promoting Excellence in Dementia Care by SSSC and NES ([www.sssc.uk/workforce-development/supporting-your-development/promoting-excellence-in-dementia-care](http://www.sssc.uk/workforce-development/supporting-your-development/promoting-excellence-in-dementia-care))

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

**This area for improvement was made on 16 July 2020.**

#### Action taken since then

The provider had supported staff to complete the promoting excellence framework. This had had a positive impact on how people with dementia were being supported. Staff who had undertaken the training were supporting other staff with their skills and knowledge in the care support of people with dementia.

This area for improvement has been met.

#### Previous area for improvement 2

The provider should look at ways of expanding and improving the quality of audits. They should look more at people's experiences rather than the visual type audits. The manager should ensure that any audits carried out are effective in bringing about improved outcomes for people who use the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that, 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

**This area for improvement was made on 16 July 2020.**

#### Action taken since then

There was a programme of quality assurance systems in place. These were outcome focused and clearly indicate that what people want is listened to. Regular meetings with staff, residents and relatives were held. These were a platform for people to have their say. The service was proactive and followed up on what people wanted.

This area for improvement has been met.

### Previous area for improvement 3

The provider should ensure that learning from monitoring and analysing accidents and incidents is clear so that the risk of recurrence is minimised and people are kept safe.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

**This area for improvement was made on 16 July 2020.**

#### Action taken since then

There were good systems in place for the analysis of accidents and incidents. This analysis is then used to learn lessons and make the changes to reduce the risks to people.

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?	5 - Very Good
1.2 People get the most out of life	6 - Excellent
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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