

# Barrogil House Care Home Service

Barrogil  
Cluny  
Kirkcaldy  
KY2 6QS

Telephone: 01592 720 386

**Type of inspection:**  
Unannounced

**Completed on:**  
20 September 2022

**Service provided by:**  
Barrogil Limited

**Service provider number:**  
SP2004004455

**Service no:**  
CS2003006980

## About the service

Barrogil House is a purpose-built, care home for older people. The home is situated in a rural environment, close to Kirkcaldy. There is a secure garden and outside spaces, accessible from communal areas. Barrogil House is registered to provide 24 hour care and support for up to 40 older people including respite. There were 38 people living here when we visited.

The service is owned and managed by Barrogil Limited, Kingdom Homes a part of the Holmes care group.

## About the inspection

This was an unannounced inspection which took place on 13 & 14 September 2022 between 10:00 and 18:00. The inspection was carried out by three inspectors from the Care Inspectorate and an inspection volunteer. 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 and four of their family
- spoke with ten staff and management
- observed practice and daily life
- reviewed documents

**Key messages**

People were supported by a staff team who knew them well.

Management and leadership was visible and effective.

Infection and prevention control methods were effective and the home was clean.

The provision of modified diets and mealtime experience was an area for improvement.

**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

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 evaluated this key question as Good, resulting positive experiences and outcomes for people using the service.

People benefit from a modern, comfortable, welcoming environment with plenty of natural light and space. The home was clean, tidy and generally well looked after, with no evidence of intrusive noise or smells.

It is important that people experience warm, nurturing relationships with the staff who support them. We observed numerous examples of kind, compassionate and warm interactions. Staff clearly knew residents well and communicated effectively. Comments from relatives reflected their level of satisfaction and included "couldn't be happier"

It is important that record keeping guides and supports staff practice and, reflects people's assessed need, wishes and choices. We found care plans and supporting documentation well written, relevant and generally complete.

There was good clinical oversight of people's health needs. Prompt referrals were made to other health professionals meaning that people had the most appropriate health care at the correct time.

We found effective multi-agency working and communication within care records. Staff requested appropriate involvement from other professionals in a timely fashion. There were occasions when this did not transfer into the person's care such as dietician's guidance not being fully followed. Where people had been assessed as needing an adapted diet this was not always reflected in the meal they received. Pureed foods were given to people who did not require them at this stage of their care. Some people were not receiving foods which were appropriately prepared, this may affect appetite and enjoyment. See Area for Improvement 1.

We found people were supported to maintain contact with family and friends. Visiting was unrestricted and staff understood the opportunities they had for meaningful activity and the benefits associated with maintaining relationships. Relatives told us they were made to feel welcome and were kept up to date.

We found that the service upheld good standards of infection prevention and control. There were systems in place to monitor and maintain cleaning standards and overall standards were high. Personal Protective Equipment (PPE) was accessible and there was ample facilities for handwashing and correct disposal of PPE. We observed appropriate use of PPE which demonstrated staff understood infection prevention and control measures. This meant the risk of infection was reduced and contributed to keeping people safe.

### Areas for improvement

1. To ensure the health and wellbeing of people using the service and that people consistently enjoy their meal, including where people require a modified diet, the provider should ensure:

- Catering and care staff understand good practice guidance and
- Staff deliver a service that reflects good practice guidance and actions to be taken as recorded within support plans.

This is to ensure that care and support is consistent with Health and Social care Standards (HSCS) which state that:

"My care and support meets my needs and is right for me" (HSCS 1.19),

"I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14)

## How good is our leadership?

4 - Good

People who rely on registered care services should have confidence in the those who provide and deliver their care and support. Our evaluation of good reflects the resilience management and staff demonstrated and resulting positive experiences and outcomes for people using the service.

We found good leadership that clearly demonstrated the principles behind the Health and Social Care Standards and could support high quality care and support. Quality assurance systems were in place and contributed to outcomes.

Staff told us they felt confident giving feedback and voicing their opinion. They felt comfortable communicating with management. They benefited from support and guidance in regard to their training and development.

Relatives reported having confidence in staff and the benefits of good communication. People benefited from well established and visible leadership from senior care staff. Staff were confident and supported individualised care as well as a sense of community.

We recognise the provider's own systems of quality assurance and control could identify areas for improvement. The management team were enthusiastic about their improvement and development work including audits and support plans. There were systems in place to monitor aspects of service delivery and staff had a clear understanding of their roles and responsibilities.

## 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 develop a risk assessment to mitigate the risk of choking for individuals who might access food that is not modified to accommodate their care and support needs. This should include the protective actions taken by staff, alterations to the environment and adjustments to mealtime operations.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: My care and support meets my needs and is right for me. (HSCS 1.19) and 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 25 August 2020.**

### Action taken since then

The provider had a system in place to mitigate the risk of choking and this was further developed to include meal time management. We recognise improvements were still needed for people to be consistently supported to enjoy their meal, including where people require a modified diet but this area for improvement has been met.

### Previous area for improvement 2

The provider should have anticipatory care plans included in all support plans.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: My future care and support needs are anticipated as part of my assessment. (HSCS 1.14)

**This area for improvement was made on 25 August 2020.**

### Action taken since then

Anticipatory care plans were included in support plans and although these could be developed further, this area for improvement has been met.

### Previous area for improvement 3

The provider should review cleaning schedules and audits to cover shared equipment and the inside of any waterproof mattress and cushion covers.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment. (HSCS 5.22)

**This area for improvement was made on 25 August 2020.**

### Action taken since then

Cleaning schedules and audits had been reviewed to cover shared equipment and the inside of any waterproof mattress and cushion covers. We found that the service upheld good standards of infection prevention and control. There were systems in place to monitor and maintain cleaning standards and overall standards were high.

## 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
1.2 People get the most out of life	4 - Good
1.3 People's health and wellbeing benefits from their care and support	4 - Good
1.4 People experience meaningful contact that meets their outcomes, needs and wishes	4 - Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good



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