

## Erskine Care Centre (Care Home) Care Home Service

Rashielee Avenue  
Erskine  
PA8 6HA

Telephone: 0141 812 1119

Type of inspection: Unannounced  
Inspection completed on: 9 November 2017

**Service provided by:**  
Littleinch Ltd

**Service provider number:**  
SP2003002227

**Care service number:**  
CS2005105053

## About the service

Erskine Care Centre is registered with the Care Inspectorate to provide a care home service for up to 42 older people who may have dementia and/or physical disabilities. The home has been registered since 2011. The provider is Littleinch Ltd. There were 36 residents living in the home during our inspection.

The home is located near the town centre of Erskine and has 40 single rooms and one double room with en-suite facilities. Accommodation is on three levels with the main social areas being on the ground floor. There is a central, enclosed garden. Separate lounge and dining rooms are provided for residents. There are regular transport links to the town centre and Glasgow.

Their mission statement is:-

'To provide the highest quality of care to our residents at all times by making them feel safe, secure and cared for by qualified staff working together as a dedicated team. We will work hard to make sure that Erskine Care Centre is always a happy place in which to live and work,'

## What people told us

The views of people using the service and their relatives are included in this report. During this inspection we received views from 17 people using the service. We spent time observing the support and care provided for people who were unable to verbally communicate with staff or us.

We received mainly positive comments from residents. They told us the 'staff are lovely and caring' and 'I like living here, I feel safe.' A few residents told us 'I get bored, there is not a lot to do, particularly in the evenings.'

Relatives expressed no concerns, telling us 'they take good care of my wife' and 'I'm pleased with what I see, I visit regularly and I see that staff are good and they work hard.'

## Self assessment

The Care Inspectorate did not request a self-assessment from services for this year 2017/2018

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## Quality of care and support

## Findings from the inspection

Staff worked hard to provide good, safe care to residents and this was appreciated by them and their relatives. A resident told us 'It's A1 here, I do like it, staff are so kind.' A relative said 'I know my uncle is safe.'

Staff were attentive and compassionate but task orientated and their time was taken up with 'care duties' rather than spending quality time with residents. This meant that residents care needs were met but they did not benefit from 1 to 1 time with staff which would have enhanced their day.

We observed meals at different times of the day. Residents enjoyed their meals and we received no complaints about the food. A resident told us 'I used to be a cook so I know food and it's good here.' The breakfast experience could be more enjoyable if staff spent time with residents. The lunchtime we observed was better for residents as they were supported and prompted by staff sitting at their tables and this encouraged a more relaxed, stimulating dining experience.

Medication recording and records need to improve to keep people safe. Staff should complete records in an accountable way and ensure that any cream is correctly applied. This would ensure that residents received their medication and topical creams as prescribed. See recommendation 1

Activities provided by activity staff were enjoyed by residents who could participate. Some residents who were less able or who preferred to stay in their bedrooms did not benefit from the activities provided. A family member said 'my relative would like to do more - but that's the way it is.' Activity staff should participate in training to ensure that they have the skills and knowledge to offer relevant activities to all residents. Activities that give life meaning are the responsibility of all staff members. See recommendation 2

We found that recording of clinical needs and monthly summaries of care were being done. Some care plans were out of date and did not reflect the current, assessed needs of residents. A care plan we looked at for wound management was not up to date making it difficult to track the progress of the wound care. The care plans we sampled did not reflect the attentive, knowledgeable care we saw from staff 'on the floor'. Care plans needed to be reviewed to ensure that staff know the best way to support each resident and that outcomes for residents were recorded. See recommendation 3

## Requirements

**Number of requirements: 0**

## Recommendations

**Number of recommendations: 3**

1. To ensure safe administration of medication, the provider should ensure the following:

- Staff complete the medication records fully and in an accountable manner.
- The application and recording of topical creams follows best practice.

National Care Standards for care homes for older people: Standard 15 - Keeping well - medication.

2. The management team need to ensure that each care plan is reviewed to ensure it reflects the current assessed needs of each resident. Risk assessments should be updated to support current concerns and inform the care plan.

National Care Standards for care homes for older people: Standard 6 Support arrangements.

3. The home needs to improve the activities provided. Activities should respond to the interests and preferences of all people living in the home.

National Care Standards for Care Homes for Older People Standard 17 Daily Life.

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

There were areas within the home that were well presented and enjoyed by residents and relatives. Families particularly appreciated spending time in the reception area where they could visit and enjoy a refreshment with their relative. A daughter told us 'we are made to feel welcome when we visit.'

The home offered single bedrooms with en-suite facilities. Residents had personalised their bedrooms to their own taste and preferences. Residents said that they found the home comfortable and 'the surroundings are very pleasant.' There were several areas where residents could spend their time ensuring they had choice of either quieter or more lively areas. One resident said 'I love the company here.'

The home was clean and tidy. The housekeeping staff knew the residents well and made sure that the home was kept to a good standard. A resident told us 'my bedroom is spotless.'

The maintenance records available showed that there were appropriate systems in place to monitor safety and cleanliness within the home. Most equipment was checked on a regular basis to ensure the safety and well-being of residents. Bedrail risk assessments were in place and regular checks on this equipment had recently commenced to ensure that there were no risks to residents if this equipment was not fitted properly. See recommendation 1

One of lifts was out-of-order which meant that residents had to wait longer to move safely to another floor within the home. The provider had received a quote and parts were on order. See recommendation 2

The environment was safe and pleasant for residents but some areas would benefit from further redecoration or refurbishment. The service should refer to the Kings Fund Audit prior to any refurbishment. This audit tool will guide them with best practice on how to improve the environment to support people living with dementia.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 2

1. The lift needs to be in full working order as soon as possible.

National Care Standards for care homes for older people: Standard 4 Your environment.

2. The provider must make proper provision for the health, welfare and safety needs of residents in line with best practice regarding the fitting and maintenance of bedrails.

National Care Standards for care homes for older people: Standard 4 Your environment.

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

Staff were kind and compassionate and this was appreciated by residents. One resident said 'staff are lovely, they are respectful.' There was good team work between all staff teams in the home. Care staff, housekeeping, maintenance and catering staff were well organised and they had positive relationships with residents. This approach meant residents were surrounded by friendly, attentive staff.

Staff were efficient and pleasant when caring for residents however they needed to see the value of participating in meaningful activities. We saw residents smile and chat when staff sat with them for a while or engaged them in a brief activity.

We were concerned about the level of staff vacancies within the home, particularly with nurses. Managers tried to ensure consistent agency nurses and carers were employed so that they got to know the people living in the home. The management team appreciated that care and support would be better delivered by permanent staff who knew residents well and they will continue to actively recruit staff.

Recruitment was in line with best practice which safeguarded residents. New staff undertook an induction programme to prepare them for their post. Relevant professional registers were checked periodically to make sure staff were registered to allow them to practice.

Formal supervision of staff had not taken place for some time. Staff told us they felt well supported on an informal basis. A staff member said 'I like working here. I can talk to the management team if I need to.' We discussed the importance of regular staff supervision sessions with managers. See recommendation 1

It is important that residents are cared for by a trained, professional staff team. Training needed to be updated in several areas to ensure that staff had the knowledge to respond to the needs of residents. See recommendation 2.

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 2

1. The provider should ensure that staff have access to regular meaningful supervision sessions.

National Care Standards for care homes for older people: Standard 5 - Management and staffing arrangements.

2. The manager should introduce a system to ensure that all staff undertake the relevant training when required. Mandatory training should be kept up to date and developmental training offered as required.

National Care Standards for care homes for older people: Standard 5 - Management and staffing arrangements.

**Grade:** 4 - good

## Quality of management and leadership

### Findings from the inspection

Residents, relatives and staff commented positively about the management team. The registered manager had been off for a while and it was appreciated that the depute had filled in. They said that 'she was doing a good job and working hard.' The full time management arrangements within the home needed to be formalised until the manager returned. This would ensure all the management tasks could be attended to for the continued safety and well-being of residents. See recommendation 1

The management team had not been able to use the established quality assurance systems to assess and monitor the quality of service provision due to other pressures. Priorities had been the day to day running of the home and the ongoing care of residents. Relatives told us that the manager was 'approachable' and they 'would go to the manager if I had a concern.' The depute had provided good management and leadership and residents and relatives were reassured.

Quality assurance systems and processes such as audits and action plans needed to be completed in a meaningful way to support the development of the service. A home development plan should be considered. The plan should define the future the plans for the home, the aspirations that staff, residents and relatives have for the home and how this will be achieved. See recommendation 2

In discussions with both staff and the manager we became aware of areas where further staff development would enhance the quality of care for people living in the home. We noted that staff training, supervision and development of champion roles could be promoted more within the home.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The provider needs to ensure that a full time manager is in place.

National Care Standards for care homes for older people: Standard 5 - Management and staffing arrangements.

2. The management team need to draw up a home development plan. The plan should define the future the plans for the home, the aspirations that staff, residents and relatives have for the home and how this will be achieved.

National Care Standards for care homes for older people: Standard 5 - Management and staffing arrangements.

**Grade:** 4 - good

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

The manager should ensure that the provision of activities is varied and meets the individual needs of residents.

National Care Standards, Care Homes for Older People, Standard 12, Lifestyle - social, cultural and religious belief or faith.

**This recommendation was made on 11 October 2016.**

#### Action taken on previous recommendation

We did not find that the activities provided were enjoyed by all residents. There were positive comments about the activities provided however we asked the home to consider how each resident could benefit from meaningful activity within the home.

This recommendation has not been met. (See recommendation 1).

## Recommendation 2

The manager should ensure that all staff should receive relevant training.

National Care Standards for Care Homes for Older People: Standard 5 – Management and staffing arrangements.

**This recommendation was made on 24 March 2016.**

### Action taken on previous recommendation

We saw that staff continued to receive a good range of training however dementia training, in line with the Promoting Excellence Framework, or specific training in relation to the legal process for the assessment and review of capacity and how this should be recorded had not been progressed since the last inspection.

This recommendation has not been met. (See recommendation 4).

## Recommendation 3

The manager should ensure that all care plans evaluate the outcomes of the planned care and the discussion or consent for the use of indirect restraint is recorded.

**This recommendation was made on 11 October 2016.**

### Action taken on previous recommendation

The care plans were not fully accountable and up to date. Not all risk assessments had been completed.

This recommendation will continue.

## Recommendation 4

The manager should ensure that all medication is administered as prescribed and records complete.

**This recommendation was made on 11 October 2016.**

### Action taken on previous recommendation

We saw gaps in the MAR sheets and topical creams for residents were not being applied or recorded as well as they should have.

This recommendation will continue.

## 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).



## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings	
11 Oct 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
24 Mar 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
31 Aug 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
19 Jun 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
28 Mar 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
28 Jun 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
28 Jan 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good

Date	Type	Gradings	
		Staffing	Not assessed
		Management and leadership	4 - Good
26 Sep 2012	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
8 Feb 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
7 Jun 2011	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
6 Jan 2011	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
11 Jun 2010	Announced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	2 - Weak
13 Jan 2010	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
14 Aug 2009	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate
16 Jan 2009	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate

Date	Type	Gradings	
		Staffing	4 - Good
		Management and leadership	4 - Good
23 Oct 2008	Re-grade	Care and support	Not assessed
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	Not assessed
23 Oct 2008	Re-grade	Care and support	Not assessed
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Jul 2008	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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