

Parksprings Care Home Care Home Service

Frood Street
Bellshill Road
Motherwell
ML1 3TA

Telephone: 01698 622200

Type of inspection: Unannounced
Inspection completed on: 8 January 2018

Service provided by:
Countrywide Care Homes (3) Limited

Service provider number:
SP2013012124

Care service number:
CS2013319182

About the service we inspected

Parksprings Care Home is owned and managed by Countrywide Care Homes (3) Limited and was registered with the Care Inspectorate in January 2014. The home provides long-term residential care as well as short term respite care for up to ninety six people with a range of physical and cognitive impairment. The home is situated in a residential area of Motherwell and is within close proximity to local amenities and transport links.

The home is purpose built over two floors and consists of four units with a passenger lift providing access between floors. All bedrooms have ensuite facilities and each of the units has communal bathrooms, lounges and dining areas. There are two enclosed garden areas well equipped with garden furniture for residents and visitors to enjoy.

There were sixty eight people living at Parksprings at the time of this inspection.

How we inspected the service

This unannounced follow-up inspection took place on 8 January 2018 between 10am and 4pm. During this inspection we focused on two recommendations from the previous inspection we carried out in June 2017.

We also looked at:

- standard and content of information recorded within the personal plans
- additional healthcare monitoring charts
- the maintenance log and water checks.

Taking the views of people using the service into account

This follow-up inspection focused on the progress made in meeting the two recommendations made at the previous inspection we completed in June 2017. Therefore no Care Standards Questionnaires were issued prior to this inspection.

Taking carers' views into account

This follow-up inspection focused on the progress made in meeting the two recommendations made at the previous inspection we completed in June 2017. Therefore no Care Standards Questionnaires were issued prior to this inspection.

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 the content of the personal plans:

- accurately reflect all the current healthcare needs, what they are, how they present and how staff are expected to provide the appropriate support to manage these effectively. Any changes should be recorded within the daily notes and care plan evaluations with details of any action taken and outcome recorded.
- any additional monitoring charts should be checked at least once in every twenty-four hour period and where gaps are identified that this is actioned to ensure the well-being of the individual.
- stress and distress care plans should provide details of intervention techniques utilised by staff before the use of medication is administered.

This is in order to comply with National Care Standards Care Homes for Older People Standard 5 Management and Staffing Arrangements Standard 6 Supporting Arrangements Standard 15 Keeping Well-Medication.

This recommendation was made on 6 July 2017.

Action taken on previous recommendation

The service continue to work and develop the care plans we acknowledge that there had been some progress made since the previous inspection and remains work in progress at the time of this follow-up inspection.

More detail and explanation of individual healthcare needs would benefit staff in understanding specific medical conditions, how these present and how these should be managed to meet individual need. We continue to find a lack of follow-up where staff had recorded a change or concern in the daily notes and also when cross referencing into the relevant section of the care plan. More detail and explanation in the monthly evaluations would provide a clearer picture of any changes/deterioration in individuals conditions. We saw some good person centred information recorded within the stress and distress plans. This standard and detail should be available within all the stress and distress plans to provide staff with the information they need to recognise and manage individuals who are distressed appropriately. We acknowledge this is work in progress and look forward to see how this has progressed at the next inspection. This recommendation is repeated.

The additional healthcare monitoring charts we looked at had been completed appropriately and were up to date. This element of the recommendation has been met.

Recommendation 2

The manager should ensure that all required maintenance checks are carried out as specified within the maintenance log. Where maintenance issues are identified that these are followed up with an action plan and details of actions taken, progress and date of resolution recorded. All rooms within the home which have water outlets should be subject to monthly water temperature checks whether occupied or not.

This is in order to comply with National Care Standards Care Homes for Older People Standard 4 Your Environment.

This recommendation was made on 6 July 2017.

Action taken on previous recommendation

A sample of the maintenance log we saw contained the details and location of the issue/repair, the action taken, date of resolution with the signature of the maintenance person and manager upon completion. Some of these entries had not been signed off to demonstrate if they had been fully resolved. The manager provided a suitable explanation for this and assured us they would be signed off when they had been fully completed.

The unit which had been closed at the previous inspection was now open and we could see that hot water temperatures had been completed in all rooms commencing in December 2017. This recommendation 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.

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
21 Jun 2017	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
11 Nov 2016	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
29 Nov 2016	Re-grade	Care and support	3 - Adequate

Date	Type	Gradings	
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
6 May 2016	Unannounced	Care and support	1 - Unsatisfactory
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	1 - Unsatisfactory
19 Aug 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
16 Jan 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
29 Aug 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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