

Woodside Court Nursing Home Care Home Service

Woodside Way
Glenrothes
KY7 5RW

Telephone: 01592 754 497

Type of inspection:

Unannounced

Completed on:

14 January 2019

Service provided by:

HC-One Limited

Service provider number:

SP2011011682

Service no:

CS2011300791

About the service we inspected

Woodside Court Nursing Home is registered to accommodate 60 people including older people and people with physical disabilities.

The building is set within extensive garden grounds with easy to access parking facilities to the front of the property. The home has two floors and has benefited from recent refurbishment which included re-decoration and new furnishings. Residents of the home have the choice of a range of seating areas and quiet rooms which they can use for meeting with other residents, family members and friends.

How we inspected the service

We wrote this report following an unannounced inspection. The inspection took place on:

Wednesday, 9 January 2019 between 08:45 and 11:45

Monday, 14 January between 10:00 and 13:15

Feedback was given to the regional director, manager and deputy at the end of the inspection.

During the inspection we spoke with: residents, the manager, registered nurses and care staff.

We looked at:

- the action plan developed following the last inspection and upheld complaint investigation
- examination of fluid balance charts and associated care plans
- medication records and processes
- the environment.

We also spent time observing staff practices and how staff interacted with the residents.

Taking the views of people using the service into account

We spoke informally with residents during the inspection visits. Comments received were generally positive.

Comments included;

"The staff are very kind, they do their best."

"My room is always clean and fresh."

"The food is OK."

"It's good here, it's not home though."

"The staff have a hard job but they do it well."

We observed that the residents were relaxed, calm and freely moving about the home. They responded positively to staff interaction and assistance.

Further views of residents were commented on in our previous inspection report dated 27 July 2018. This should be read in conjunction with this report.

Taking carers' views into account

No relatives/visitors were available to speak with during the unannounced visits.

Views of relatives were commented on in our previous inspection report dated 17 July 2018. This should be read in conjunction with this report.

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

Previous requirements

Requirement 1

The provider must ensure the safe administration of medication with regard to record keeping, communication and staff training in line with good practice guidance about medication administration within residential care. This should include the administration of topical medication.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations Scottish Statutory Instrument 2011/210 Regulation 4(1)(a) - Welfare of service users and 15(a)(b) staffing

This requirement was made on 7 July 2016.

Action taken on previous requirement

Overall the standard of medication administration record keeping had improved. However, we continued to find missing entries and insufficient details on topical medication records.

Not met

Requirement 2

The provider must ensure the safe administration of topical medication with regard to record keeping, communication and staff training in line with good practice guidance about medication administration within residential care.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; If I need help with my medication, I am able to have as much control as possible.(HSCS 2.23) and to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations Scottish Statutory Instrument 2011/210 Regulation 4(1)(a) - Welfare of service users and 15(a)(b) staffing

Timescale: To be completed by 24 August 2018

This requirement was made on 18 September 2018.

Action taken on previous requirement

Despite staff training we continued to find missing entries and insufficient details on topical medication records.

Not met

Requirement 3

The service provider must satisfy themselves that staff who complete observation charts such as daily fluid balance charts have the knowledge and understanding to do so. Staff must consistently and accurately complete the charts, evaluate the content of the charts and plan care accordingly.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm. (HSCS 3.21) and to comply with; Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations Scottish Statutory Instrument SSI 2011/210 Regulation 4 (1)(a) - a requirement to make proper provision for the health and welfare of people and Regulation 15(b)(i) - staffing

Timescale: To be completed by 10 August 2018

This requirement was made on 18 September 2018.

Action taken on previous requirement

Examination of fluid balance charts, position change charts and food intake charts identified an improvement in the standard of record keeping. The charts were seen to be fully completed and evaluated to ensure care could be planned accordingly.

Met - within timescales

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
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