

Tarriebank House Care Home Service

Marywell
Arbroath
DD11 5RH

Telephone: 01241 874458

Type of inspection:

Unannounced

Completed on:

26 February 2019

Service provided by:

Tarriebank Limited

Service provider number:

SP2003000058

Service no:

CS2003000401

About the service we inspected

Tarriebank House is set in attractive grounds in a rural location outside Arbroath. The home provides care for a maximum of 24 older people and is privately owned. Accommodation is provided across the original country house and a modern extension. The home benefits from a large living room and separate dining room, with many original features. Garden grounds surround the home and are well utilised and maintained.

How we inspected the service

This report was written following an unannounced inspection visit on the 26 February 2019. Our inspection was completed and feedback given to the manager and deputy manager on the same day. The focus of the inspection was three outstanding requirements recorded at our last inspection on 3 September 2018.

During the inspection evidence was gathered from a sample of six care files and a number of other records provided to us by the service. These included a King's Fund environmental audit, falls and accident recording documents and records of staff registration with the Scottish Social Services Council (SSSC). We were also able to view a piece of improvement work which the home had completed, focusing on the mealtime experience.

When considering the progress made in respect of the outstanding requirements, we examined care files to establish the presence and content of risk assessments and the regularity of their review. We looked at the environmental audit to establish whether it was effective in identifying hazards and whether actions had been taken as a result. We also examined the progress which the service had made towards meeting the legal requirement to ensure that all care workers are registered with the SSSC within six months of starting their role.

Taking the views of people using the service into account

We had the opportunity to speak with two service users during the inspection. Both agreed that they were happy living in the home and commented 'we've no complaints'.

During the inspection we undertook two SOFI2 observations over the lunchtime period. SOFI2 is an observational tool which assists us in establishing whether a service complies with the Health and Social Care Standards and meets outcomes for people. We were reassured to see warm relationships and positive interactions between a number of residents and staff. The improvement work which the service had undertaken around the mealtime experience was clearly contributing to people's comfort and enjoyment of their meal.

Taking carers' views into account

We did not have the opportunity to speak with any relatives during this inspection.

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

Previous requirements

Requirement 1

In order to ensure that people are kept safe and that adult support and protection issues are recorded and reported properly, the provider must:

- Fully risk assess any individual at risk of harm from their own or others' actions.
- Ensure that care plans and risk assessments are updated and reviewed regularly and/or when significant events occur.
- Put in place a system to ensure that adult protection concerns are identified and referred to the correct agencies, including notifications to the Care Inspectorate, by 5 October 2018.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, which states 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.' (HSCS 3.20). It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. Scottish Statutory Instrument 210 Regulation 4 1(a) Welfare of Users.

This requirement was made on 11 October 2018.

Action taken on previous requirement

At this inspection we concluded that, although risk assessments had been completed for a number of aspects of care, there was scope for further detail to be added. Where risk assessments are in place in order to protect someone's rights and freedoms, we would expect that issues of capacity and consent were thoroughly documented and that specific and clear guidance was available for staff. There should also be evidence that all relevant parties have been consulted and are in agreement.

We were reassured to see that, where plans were in place, they were regularly reviewed and updated and that the correct agencies had now been contacted about the matters which had caused us concern.

Not met

Requirement 2

In order to ensure that people are living in an environment which is safe and meets their needs, the provider must:

- Undertake a full environmental audit, identifying all hazards and potential hazards.
- Take all appropriate actions to remove or reduce environmental risks.

- Regularly review and update the environmental audit.
- Complete a monthly falls audit which identifies any locations or times of specific concern and take action to address these by 5 October 2018.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, which states 'My environment is safe and secure.' (HSCS 5.17). It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. Scottish Statutory Instrument 210 Regulation 10 (1) Fitness of Premises.

This requirement was made on 11 October 2018.

Action taken on previous requirement

During this inspection we were able to examine an environmental audit completed in February of this year. The service had taken steps to identify some hazards within the environment and had completed one action as a result. Further progress with this requirement may be made over the coming months, with a resident consultation meeting planned for March. We will continue to monitor the early progress which has been made at the next inspection.

We could see that a monthly falls audit was now being conducted, which identified key times and locations of accidents occurring within the home. Actions were being taken to address any emerging issues and documentation was comprehensive and well presented.

Not met

Requirement 3

In order to ensure that all staff members working within the service are registered with the appropriate professional body the provider must:

- Adhere to the requirements set out in the Registration of Social Workers and Social Service Workers in Care Services (Scotland) Regulations 2013 (which states that all social service workers must be registered within six months of starting their role).
- Develop a system of overview which identifies registration renewal dates and act in accordance with the regulations should registration lapse.
- Inform the appropriate professional bodies should a significant event occur regarding a staff member, following due process and notification guidance by 26 October 2018.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, which states '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). It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. Scottish Statutory Instrument 210 Regulation 9 (1) Fitness of Employees.

This requirement was made on 11 October 2018.

Action taken on previous requirement

Although we could see that the service had made some progress towards meeting the elements of this requirement we were not confident that a robust system was yet in place to identify arising issues with registration. We were able to offer guidance and support at the time of the inspection.

The significant issue which had arisen at the last inspection remains unresolved but we could see that the service had taken appropriate steps to ensure that no unregistered staff were currently working in a direct care role.

Not met

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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