

## **Croftbank House** **Care Home Service**

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Uddingston  
Glasgow  
G71 7JB

Telephone: 01698 814466

**Type of inspection:**  
Unannounced

**Completed on:**  
27 August 2020

**Service provided by:**  
Renaissance Care (No 7) Limited

**Service provider number:**  
SP2008009685

**Service no:**  
CS2008172862

## About the service

Croftbank Care Home was registered by the Care Inspectorate on 16 April 2008 to provide care to a maximum of 68 adults some of whom may have a physical or a learning disability.

At the time of writing this report the care service had 64 residents.

The building is a single story premises in Uddingston. Local shops, train station, main bus routes and all other amenities are within walking distance.

All bedrooms are single and have en-suite facilities. The home also has a hairdressing/beauty room and a garden room with a private enclosed garden area. There is ready access to the garden area, which is very well maintained and well used by visitors and people living in the home.

A coffee bar is situated in the centre of the home which serves tea, coffee and light snacks for people living in the home and their visitors. The coffee bar is a vibrant space that is normally well used.

The stated aims of Croftbank Care Home is to deliver the 'highest quality of individual care, to all in a relaxed and happy atmosphere.'

This was a focused inspection to evaluate how well people were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic.

This inspection was carried out by inspectors from the Care Inspectorate.

## What people told us

People we spoke with were happy with the care and support the care home provided to them and told us that staff were good.

## 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 good is our care and support during the COVID-19 pandemic?	4 - Good
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our care and support during the COVID-19 pandemic?

4 - Good

### 7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic.

We evaluated how well people's health and wellbeing was supported. We found several important strengths which, taken together, clearly outweighed areas for improvement. We concluded that the service was performing at a good level with one area for improvement.

We found that people who used the service were being well cared for in a homely environment. Residents looked relaxed and we saw caring interactions between them and staff.

Aspects of the home's usual activity programme that could continue were taking place with the introduction of some new ways for supporting people through the pandemic. These included more individual time when people are in their bedrooms. This gave people enjoyment and helped them keep occupied.

We asked the service to review the seating in lounges to support physical distancing for residents and to be mindful that areas do not become too busy.

People were supported to maintain contact with their family and friends using electronic tablets, window and garden visits.

People could be confident that Covid-19 symptoms would be identified. Appropriate escalation of any concerns to health professionals were made so that they received the right treatment at the right time.

People could be confident that their personal plan was being continually evaluated to ensure that it was kept up-to-date. People were being offered drinks throughout the day, including people who were in their own bedroom. We sampled food and fluid intake records and found that they were not completed consistently which meant that staff did not have an accurate overview. (See Area for Improvement 1).

### 7.2 Infection control practices support a safe environment for both people experiencing care and staff.

We evaluated how well infection control practices support a safe environment for people experiencing care and for staff. We found several important strengths which, taken together, clearly outweighed areas for improvement. We concluded that the service was performing at a good level with one area for improvement.

People experiencing care benefited from staff who were knowledgeable and promoted good infection prevention and control practices.

We found that personal protective equipment (PPE) was readily available and staff wore appropriate PPE to keep people safe. Handwashing facilities and hand sanitiser were available throughout the home.

Overall, the general environment was clean, tidy and free from any offensive odours. Staff were aware of what cleaning products to use around the care home. In order to further reduce the risk of infection, there

were a few aspects that needed improved including the cleaning of shower chairs, toilet seats and management of dirty linen. (See Area for Improvement 2).

Arrangements were in place to ensure that frequently touched surfaces like handrails and light switches were cleaned more than once daily.

### **7.3 Staffing arrangements are responsive to the changing needs of people experiencing care.**

We evaluated whether the staff team had the right competence, knowledge, and skills to support people in relation to COVID-19. We concluded that the service was performing at a good level.

People could be confident that staff had received updated training during the pandemic on infection prevention and control, use of PPE and COVID-19. The service were in the process of re-training staff in the doffing (taking off) of PPE to reduce the risk of self contamination as they had recently identified that this had been taught incorrectly.

We found that there were ample staff to respond to the needs of individuals. Staff engaged with residents who responded positively, appearing relaxed and contented. We had no concerns around staffing levels and staff told us that there was good team working and that they felt well supported by management.

We spoke with staff who told us that they were kept up-to-date with COVID-19 guidance at daily morning meetings with management and that they had found them very useful.

### **Areas for improvement**

1. In order to ensure that people feel confident that staff are monitoring their nutrition accurately, the service should ensure food and fluid charts are fully completed and that senior staff have an overview of these.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that 'I am assessed by a qualified person, who involves other people and professionals as required.' (HSCS 1.13).

2. In order to ensure that people feel confident that all areas of their environment are clean and have a further reduced risk of infection, the service should ensure that:

- a) cleaning programmes are reviewed to include more attention to detail in en-suite toilets.
- b) staff receive refresher training on the management of dirty linen.

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).

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

### Requirements

#### Requirement 1

To ensure that people can be confident in the staff who support and care for them, then the service must ensure that by 30 November 2019:

1. A training needs analysis is carried out and a training plan devised to address the outcomes. The training plan should include, but not be limited to -
  - a. Falls management
  - b. Using the MUST tool, including step 5.
  - c. Accident/incident management.
2. Following training, then staff practice should be observed to ensure that they are now competent in these areas.

This ensures that care and support is consistent with the Health and Social Care Standards, which state: '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 3.13). It is also necessary to comply with Regulation 15 (staffing) of the Social Care and Social Work Improvement Scotland Regulations 2011.

**This requirement was made on 21 August 2019.**

#### Action taken on previous requirement

Focused COVID-19 inspection. This area was not assessed at this inspection.

#### Not assessed at this inspection

#### Requirement 2

To ensure that people are supported with all aspects of their life, the provider must ensure that, by 30 November 2019:

1. Each service user has a care plan in place to guide staff on how to care and support them and identifies any daily supporting documents that need to be in place.
2. Daily supporting documents are fully completed.
3. Risk assessments are in place and reviewed as per the provider's own policies.
4. Completed risk assessments are used to inform the care plans.

This ensures care and support is consistent with the Health and Social Care Standards, which state: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15). It also complies with Regulation 5 of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI2011/210).

**This requirement was made on 21 August 2019.**

#### **Action taken on previous requirement**

We sampled care plans and found that people could be assured that a plan was in place that was individual to them. Risk assessments were in place and informed care plans to ensure that they were relevant. Both care plans and risk assessments were regularly reviewed to ensure that they were kept up-to-date.

**Met - outwith timescales**

## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	4 - Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	4 - Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	4 - Good



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