

Beechwood Park

Care Home Service

136 Main Street
New Sauchie
Alloa
FK10 3JX

Telephone: 01259 720355

Type of inspection:
Unannounced

Completed on:
21 August 2020

Service provided by:
Caring Homes Healthcare Group
Limited

Service provider number:
SP2013012090

Service no:
CS2013318118

About the service

This service registered with the Care Inspectorate on 30 August 2013. Beechwood Park care home is provided by Caring Homes Healthcare Group Ltd, who are part of Myriad Healthcare Ltd, with care homes throughout the UK. The care home is registered to provide for 62 older people. On the day of the inspection there were 53 people living in the care home.

The home is located on the main street of Sauchie and close to local amenities. The home is laid out over two floors and divided into five units providing single room accommodation, with all rooms having en-suite shower facilities. At the time of the inspection, four of the five units were in use. There are also some enclosed garden areas and seating with direct access from ground floor lounges.

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.

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

What people told us

Residents we spoke to told us that they had been supported to stay in contact with their families. People we spoke to engaged well and appeared settled.

One resident told us, 'I just call for the staff and they get me whatever I need'.

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?	3 - Adequate
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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?

3 - Adequate

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

People could be assured that they were being cared for by a staff team who knew them well and were responsive to their needs. Staff were kind in their approach and people looked well cared for. We saw that people who needed to self-isolate were being supported to do so sensitively and safely, and in accordance with current good practice.

People were being supported to stay in touch with their family and friends using video calls and outdoor visiting. People had benefitted from organised activities and events which had been held both outside and indoors when these were organised by the wellbeing coordinators.

People's health needs and choices were met because the home had effective links with the local GP practice and pharmacy. Staff knew about the typical symptoms of COVID-19 and the actions to take if they had any concerns about people's wellbeing.

People could be confident that there was adequate information in their personal plan to enable staff to support them during the pandemic, including how they should be supported to stay in touch with their family and activities that they may enjoy.

Personal plans were written in a respectful way and contained enough information about the person and what was important to them. However, there were different recording systems being used to assess, plan and monitor care which could be difficult for staff to follow and potentially result in poor outcomes for people (see area for improvement 1).

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

During our visit, our focus was to establish if the setting was safe and well maintained in relation to COVID-19. We found some strengths, however we also identified weaknesses which had the potential to increase the risk of cross contamination and lead to poor outcomes for people living in the care home.

People's risk of infection from visitors was minimised as there were effective systems in place to screen visitors for symptoms of COVID-19 and contact details were being recorded.

The care home was clean and people could be confident that cleaning was being undertaken in accordance with Health Protection Scotland guidelines for care homes. However, there were no systems in place to check the standards of cleanliness and we noted some areas where further attention to detail was required to ensure effective infection prevention and control.

We saw that people were being sensitively supported to physically distance and seating in communal areas had been safely arranged. There were plentiful supplies of PPE and sufficient access to hand washing facilities. Staff maintained physical distancing and sanitised their hands frequently. Some hand soap and alcohol hand gel dispensers were empty, and there were no arrangements in place to ensure that these were being regularly checked and refilled.

Staff used PPE appropriately for the task they were undertaking, however they did not know how to remove used PPE safely which meant that they were at risk of self contamination.

The provider had carried out their own audit and was in the process of purchasing additional bins for personal protective equipment (PPE) disposal and additional hoist slings for personal use.

Staff we spoke to were not familiar with the current guidance for care homes from Health Protection Scotland and did not know where they could access this. Therefore people could not be assured that there were effective systems in place to keep staff informed of any changes to the guidance (see area for improvement 2).

The risk of infection for people was reduced as laundry was being managed safely and in line with the current guidelines. Staff were also changing their clothing when entering and leaving the building, but the arrangements in place for staff to take their clothing home for laundering did not comply with current best practice. We discussed this with the management, and they agreed to take action to address this.

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

People could be confident that they were cared for by a staff team who felt well supported. There had been some recent changes in the leadership of the care home. Staff told us that the current management team were approachable and they felt able to raise any issues or concerns. Staff told us that they felt supported by their colleagues and we saw that staff worked well together as a team to support people.

During our visit, there were enough staff to meet people's care needs. However, there was a lack of contingency planning to ensure safe staffing levels were maintained during planned and unplanned staff absence. Staff told us that the management had made recent improvements in this area and staffing levels had been more consistent in last few weeks. We saw that staff breaks were well organised and staff areas had been arranged to allow for physical distancing.

People were protected from the risk of infection as the care home only used agency staff occasionally, and had robust processes in place to support this. Staff were aware of when they should not come to work and were being supported to access COVID-19 testing on a weekly basis.

Staff had received training in COVID-19, infection prevention and control and the safe use of PPE. Despite this, staff we observed and spoke to, did not know how to remove their used PPE safely. We were concerned that the training provided had not been effective and therefore would not protect people from the risk of infection. We spoke to management about our concerns and the need to improve staff practice in this area (see area for improvement 3).

Areas for improvement

1. The provider should ensure that people's personal plans and the systems that are in place to monitor people's health and wellbeing, clearly direct staff to effectively respond to changes or deterioration in their wellbeing.

This is to ensure 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).

2. To ensure that people are protected from the risk of infection, all staff should receive training in the current 'Health Protection Scotland Guidance COVID-19 Information and Guidance for Care Homes', and know how to access the most up to date version.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I experience high quality care and support based on relevant evidence, guidance, and best practice' (HSCS 4.11) and '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)

3. In order to ensure that people feel safe and that the risk of infection is reduced, the service should ensure that staff receive further training on the donning and doffing of PPE.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their own practice and organisational codes' (HSCS 3.14).

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

Improvements need to be made in medication procedures for people who are unable to express pain, and who display high levels of stress and distress. This is in order to guide staff to ensure they respond to people's needs effectively.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which states 'My care and support meets my needs and is right for me.' (HSCS 1.19)

This area for improvement was made on 5 July 2019.

Action taken since then

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

Previous area for improvement 2

People should have opportunities for social interaction and inclusion to promote positive mental wellbeing, provided in a way that is of personal benefit.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which states: 'If I experience care and support in a group, the overall size and composition of that group is right for me' (HSCS 1.8) and 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors.' (HSCS 1.25)

This area for improvement was made on 5 July 2019.

Action taken since then

During our visit, we saw that some people who were being supported in their bedrooms were at risk of becoming isolated because they did not have enough structure or stimulation. This meant that people's psychological needs were not always being met.

We spoke to management about this and suggested ways that staff could provide more meaningful engagement and stimulation for people, including physical activity.

Therefore, this area for improvement remains outstanding.

Previous area for improvement 3

The meaningful involvement of people is a significant area of importance to ensure voices are heard and acted upon. Residents, relatives and professionals should be encouraged to provide their views and be more involved with the development and improvement of the service.

This is to ensure that care and support is consistent with Health and Social Care Standards which states: 'I can be meaningfully involved in how the organisations that support and care for me work and develop' (HSCS 4.6) and 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7)

This area for improvement was made on 5 July 2019.

Action taken since then

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

Previous area for improvement 4

The service should ensure there are enough staff to respond to people's needs when they need this.

This is to ensure that care and support is consistent with the Health and Social Care Standard which states: 'My needs are met by the right number of people.' (HSCS 3.15)

This area for improvement was made on 5 July 2019.

Action taken since then

Prior to our visit, the care home had been working with the health and social care partnership to make improvements in the service and had agreed specified minimum staffing numbers of the administration for people's medications. Staff we spoke to told us that they were sometimes working below these agreed staffing levels. We discussed this with the management and shared this information with the partnership who are currently supporting the care home in this area.

Some staff told us that they felt there were not enough staff in the evenings and overnight to meet the care needs of people. Management showed us evidence of people's dependency assessments and how this had informed staffing levels. We asked the management to carefully reassess this to ensure that staffing levels were right for people at all times of the day and night, and particularly at times when people may require additional support.

This area for improvement remains outstanding.

Previous area for improvement 5

Staff should be equipped with the training, knowledge and skills in order to meet the needs of people.

This is to ensure that care and support is consistent with Health and Social Care Standard that 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)

This area for improvement was made on 5 July 2019.

Action taken since then

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

Previous area for improvement 6

A plan of action should be in place in anticipation of people's declining mental wellbeing in order that people's needs are met effectively.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states 'I am supported and cared for sensitively by people who anticipate issues and are aware of any plan for any known vulnerability or frailty.' (HSCS 3.18)

This area for improvement was made on 5 July 2019.

Action taken since then

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

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	3 - Adequate
7.2 Infection control practices support a safe environment for people experiencing care and staff	3 - Adequate
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	3 - Adequate

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