

Drumdarroch House Nursing Home Care Home Service

Mill Road
Insch
AB52 6JA

Telephone: 01464 820808

Type of inspection:
Unannounced

Completed on:
24 November 2020

Service provided by:
Priority Care Group Limited

Service provider number:
SP2003000048

Service no:
CS2003010387

About the service

Drumdarroch House Nursing Home is registered to provide a care service to a "maximum of 41 older people, of whom no more than three may be adults with physical and sensory impairment". It is owned and managed by the Priority Care Group Limited.

The care home was purpose-built and it is a detached, single-storey building in a quiet residential part of the village of Inch. There are two communal sitting rooms, one large dining area and shared bathrooms. All of the bedrooms are single with en suite facilities.

The service says it aims to "acknowledge and value the uniqueness of the individual by enabling clients and staff alike to achieve, maintain and where possible, develop their maximum potential".

This service has been registered since April 2002.

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

Food is good.... carers help with soft food.

I like coming through to the lounge for a cup of tea and a chat.

There is something to do every day and I like chatting with folk.

Don't need to worry, they are always cleaning.

Very happy at Drumdarroch, staff are wonderful, hardworking, always got time for us.

This pandemic has not been nice, but they (the staff) are doing a lovely job. They are kind.

We have a new chef, and the food is still lovely, just how I like it, I have no complaints.

I like joining some others at lunch time in the dining room. I enjoy my walk to the dining room. It's good to meet others even if we are sitting more apart now.

I am very comfortable here.

As you can see, it is kept spotless. There are lots of things I can join in if I want to.

I like having my weekly visitors. I understand why we can't have more. We need to be safe.

I like going outside to the garden every day.

I like my job doing the paper shredding. I like keeping that up to date.'

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?	5 - Very Good
--	---------------

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?

5 - Very Good

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

During this inspection, we found Drumdarroch was very good at supporting people's health and wellbeing during the COVID-19 pandemic.

The atmosphere in the home was positive. People were smiling and talking to each other. There was lots going on, yet the home was calm and relaxed. People were engaged in their own routines which included listening to music, going out to the garden, reading the newspaper, watching the television, sorting wool, chatting about people and places, and playing cards.

People's health care needs were regularly assessed, and any changes quickly identified. The home worked positively with external health care professionals. Staff were able to access medication promptly for residents. GPs had prescribed 'just in case' medication in to keep people comfortable and pain free in anticipation of people's conditions deteriorating rapidly. This ensured prompt and appropriate treatment and care. Staff focused on ensuring people were happy, comfortable, safe, and meaningfully occupied.

People had easy access to drinks which is important to maintain good health. The quality of the food was praised by people. People who spent time in their rooms were properly supported to have their meals and snacks. Staff properly monitored people's fluids and nutrition.

The care plans focused on individual outcomes for people. These detailed how to support each person with their family visits, meaningful activities, and routines during these difficult times. This helped visits go smoothly so that both relatives and the residents got the most out of the experience, while remaining safe. People were really enjoying their visits indoor from their loved ones. Any new staff had access to very clear and concise information and guidance about everyone's needs and likes. This helps to ensure people receive consistent levels of support and care from staff.

This all contributed to people's positive wellbeing. We were confident that people's health and wellbeing were supported and safeguarded to a very good level during the COVID-19 pandemic

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

The home was visibly clean in all areas. It had been decluttered yet maintained its homely feeling. There were good systems in place for cleaning and infection control, including enhanced cleaning schedules for frequently used areas and we observed safe working practices by all staff. The care equipment, including mattresses, were clean and suitable for use. There were effective audit tools in place to quality assure the cleaning standards. One person told us they didn't need to worry because staff were always cleaning.

Sufficient supplies of personal protective equipment (PPE) was readily available in bathrooms and communal areas throughout the home. Staff were knowledgeable about the correct use of PPE and were observed using it appropriately. There were hand washing facilities and anti bacterial gel signposted for everyone to use, and posters to remind people how to do this effectively. This reduced the likelihood of infection for everyone.

There were no active cases of COVID-19, or people isolating, when we were in the home but protocols were in place for how to manage such an event, along with plans for managing in the event of a large number of staff being unavailable for work. This gave reassurance that the residents' high standard of care would continue in all circumstances.

The home took steps to ensure all areas of potential infection were eliminated. They had a clinical waste contract in place and yellow bags correctly used for disposal of used items. Staff uniforms were laundered on the premises.

Weekly staff testing for COVID-19 took place, in line with guidance. Bank staff were routinely tested along with permanent members of the team. This meant everyone could be confident that no COVID-19 was being unintentionally brought into the home.

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

People had sufficient numbers of staff each day to support them, with a good mix of skills to cater for all needs. Staff patiently adhered to social distancing measures wherever possible and supported residents to also keep themselves safe.

Staff were using PPE appropriately and were knowledgeable about the reasons for its use. They knew the signs and symptoms of COVID-19 infection and what measures to take if these were identified. All staff had completed COVID-19 and infection prevention and control training, along with other relevant courses. We saw that they regularly updated this training and were routinely observed by senior members of staff. This ensured competency and that support to people remained at a high standard.

The manager, as well as the staff spoke about being well supported and working as a team. This combined effort resulted in a high standard of care given in a relaxed and confident manner.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	5 - Very Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	5 - Very Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.