

Annan Court Care Home Service

Watchhall
Annan
DG12 6QP

Telephone: 01461 203040

Type of inspection:
Unannounced

Completed on:
10 December 2020

Service provided by:
Annan Court Care Home Limited

Service provider number:
SP2012011825

Service no:
CS2012308063

About the service

Annan Court care home is situated on the outskirts of Annan, between Dumfries and Gretna, with expansive views over the Solway Firth. The service registered with the Care Inspectorate on 1 October 2012.

The home is registered to provide a service for a maximum of 33 clients aged 55 years and above with assessed physical/sensory needs and conditions aligned with old age.

The home is purpose-built with 32 rooms, all with en suite toilet and sinks and two rooms with en suite wet rooms. The one identified double bedroom will only be occupied by a single person, married couples, partners, relatives, previously acquainted friends or those who want to share a bedroom.

They have a large lounge area situated in the middle of the home and a quieter lounge near the reception. There is a family room with tea and coffee-making facilities and a radio, and a tea room and shop.

Among their principles of care they aim to: celebrate individuality, act with dignity, retain freedom of choice, encourage independence, respect diversity and support family and friends.

This was a focussed 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 two inspectors from the Care Inspectorate.

What people told us

We spoke with five people using the service. Comments from them included the following;

"I'm happy here".

"Its lovely to speak to people".

"Its cold in my room".

"I don't really come out my room".

"The food is ok".

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?	2 - Weak
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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?

2 - Weak

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

We have assessed that the service is performing as weak in the evaluation of this question. Evaluation of weak applies to performance where strengths can be identified, but outweighed by significant weaknesses. Without priority action this compromises the welfare and safety of people.

During the COVID-19 pandemic it is essential that strict infection control practices and procedures are implemented in order to make sure people are safe. During an outbreak of COVID-19 the application of strict infection control procedures is important to make sure people are safe. Health Protection Scotland issued practice guidance that all social care providers must follow to protect the safety and well-being of people living in the service and staff. At the time of inspection there was one person in isolation having transferred from hospital. Arrangements were in place to support their safety and well being and to keep other people safe. However, staff who we spoke with were unaware if this individual had been tested and what the current practice was with regards to testing people who were living in the care home.

People should experience an environment which is well looked after with clean, tidy and well-maintained premises, furnishings and equipment. We observed staff using suitable cleaning products and solutions which were appropriate for the range of cleaning purposes. Staff told us that once cleaning staff leave for the day in the afternoon there is no regular cleaning regime and this task falls to care staff who do not always have time to complete cleaning tasks.

There were no robust quality assurance checks and processes in place to ensure that the equipment, environment and furnishings were fit for purpose and clean. Housekeeping staff were aware of the importance of cleaning frequently touched areas and cleaning schedules were in place. However we found a number of items and equipment such as mattresses, chair cushions and bedding in urgent need of deep cleaning or replacement. This was highlighted to the manager at feedback (see requirement 1). It was disappointing that management and staff had not identified the lack of an acceptable level of cleanliness and hygiene.

People living in the home were not sitting at the required social distance as highlighted in Scottish Government guidance.

Some of the signage was Public Health England and this was pointed out to the manager at feedback. Throughout the service there were posters prompting handwashing. We did not always observe staff washing their hands frequently or when appropriate. We did not find any evidence that these residents had been offered the opportunity to use hand sanitiser. We were told "resident's hands are washed if they are noted to be dirty". We observed residents taking part in an activity which involved throwing a ball to each other repeatedly, this increased the risk of cross contamination and did not support keeping people healthy.

Most of the time we noted that staff were wearing appropriate PPE, however on some occasions masks were worn below the nose and sometimes not at all. We were concerned about how clinical waste was disposed of. PPE was discarded in general bins and these were in sluices, communal bathrooms and resident rooms. We observed staff walking through the unit wearing contaminated PPE in order to dispose of it in suitable bins.

This put the health and wellbeing of people at risk. Improvements need to be made to the availability and location of suitable bins for the disposal of clinical waste in order to keep people safe from cross contamination (see requirement 2).

We identified concerns with safe practices with regards to laundering staff uniforms. Not all staff were aware of the correct temperature as per current guidance. We also noted staff not all wore uniforms when supporting residents and did not change clothes at work and before they left.

Requirements

1. By 24 December 2020 you must ensure that the home environment and fixtures and furnishings have had enhanced cleaning following Health Protection Scotland guidance. Furnishings and equipment must be fit for purpose, clean, hygienic and in a good state of repair.

This is to comply with Regulation 4(1)(a) and (d) (welfare of users and procedures for the prevention and control of infection) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

2. By 24 December 2020 the provider must ensure that infection control practices and standards improve and are in accordance with IPC guidelines.

- Improving the availability and accessibility of appropriate bins for the disposal of clinical waste.
- Ensuring that PPE is used in accordance with guidance and is disposed of safely.

"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; "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11); "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment". (HSCS 5.22); and

In order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations Scottish Statutory Instrument 2011 No 210: Regulation 4(1)(a) and (d).

Areas for improvement

1. In order for staff to provide care consistently and to ensure people remain safe and well, the management team should:

Ensure that all staff refresh their training and knowledge with regard to infection control practices, (Health Protection Scotland Guidance COVID-19 Information and Guidance for Care Homes). Staff must be familiar with how to access the most up to date version and be familiar with in particular the correct use of PPE.

This ensures that care and support is consistent with the Health and Social Care Standards which state that:

"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)

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

Requirements

Requirement 1

In order to ensure individuals human rights are upheld and residents benefit from a culture of continuous improvement the service provider must ensure that the service manager follows the organisations quality assurance processes at all times. The service provider must ensure that issues found during the inspection and highlighted within this report are retrospectively investigated reviewed and evaluated.

This is in order to comply with SSI 2011 No.210 The Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011. Fitness of managers 7.- (1) A person must not act as a manager in relation to a care service unless the person is fit to do so. (2) The following personas are unfit to act as a manager in relation to a care service:- (c) a person who does not have the skills, knowledge and experience necessary for managing the care service.

Health and Social Care Standards My support, my life;

4. I have confidence in the organisation providing my care and support.

4.11 I experience high quality care and support based on relevant evidence, guidance and best practice.

4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

4.23 I use a service and organisation that are well lead and managed.

Timescale for completion: 28 February 2020.

This requirement was made on 2 March 2020.

Action taken on previous requirement

Not assessed

Not assessed at this inspection

Requirement 2

The service provider must ensure that in order to ensure residents are protected from harm by people who have a clear understanding of their responsibilities the service manager must notify the Care Inspectorate of specific events within the service. This includes continued updates and within timescales specified within the guidance given.

The service provider must ensure that outstanding notification found during the inspection and highlighted within this report are retrospectively completed and submitted as a matter of priority.

This is in order to comply with SSI 2011 No.210 The Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011.

Fitness of managers 7.- (1) A person must not act as a manager in relation to a care service unless the person is fit to do so. (2) The following personas are unfit to act as a manager in relation to a care service:- (c) a person who does not have the skills, knowledge and experience necessary for managing the care service.

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4.23 I use a service and organisation that are well lead and managed.

Timescale for completion: 31 January 2020.

This requirement was made on 2 March 2020.

Action taken on previous requirement

This requirement is not met and has been referred to in the complaint investigation which was carried out at the same time.

Not met

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	2 - Weak
7.2 Infection control practices support a safe environment for people experiencing care and staff	2 - Weak

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