

Well Hall Residential Home Care Home Service

60 Wellhall Road
Hamilton
ML3 9DL

Telephone: 01698 286 151

Type of inspection:
Unannounced

Completed on:
7 December 2020

Service provided by:
Church of Scotland Trading as
Crossreach

Service provider number:
SP2004005785

Service no:
CS2003001405

About the service

Well Hall Residential Home is owned and managed by Crossreach, the social care arm of the Church of Scotland. It provides care and support for 38 older people.

The service is situated within a quiet, residential area of Hamilton, close to the town centre, local amenities and public transport links. The service is operated from a purpose-built two-storey building that was completed and occupied in 2011.

The service offers single room accommodation with en suite facilities. There is a range of sitting rooms and dining rooms throughout the home. Residents and their visitors have access to a garden at the rear of the home.

The service's stated aim and objectives include the following statement:

'To provide care for older people in a dignified and respectful setting. Well Hall offers a level of professional and specialist care provided by a committed care team, led by the unit manager. Well Hall offers a dedicated keyworker system and personal care plan, which enables service users to be as independent as possible, whilst providing the warmth and comfort of a safe, caring and supportive environment.'

At the time of the inspection, there were 23 people living at the care home. 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 two inspectors from the Care Inspectorate.

What people told us

We spoke to people as we walked around the home. Due to people's cognitive understanding, some would give us a thumbs up and others would nod their head in agreement when asked how they were.

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

Requirements

Requirement 1

In order to ensure residents receive appropriate care and support relating to activities, the provider must, by 4 December 2020:

- a) provide opportunities for residents to have access to the garden;
- b) provide residents with regular opportunities to move position; and
- c) provide a range of meaningful activities that people living in the service can be involved in.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me.' (HSCS 1.19); and in order to comply with Regulation 4 - Welfare of users of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 16 November 2020.

Action taken on previous requirement

The range and frequency of planned activities had increased. Conversations that had taken place with people living in the home had been recorded. These evidenced discussions that were based on what they would like to do and their views on the activities being provided. We saw from these that the activities staff had started to compile an activities plan for individuals and groups.

During the inspection, we saw that there were opportunities for people to participate in various activities and the interactions between staff and residents had improved. We saw that care staff took time to sit with residents for short periods to have conversations and to play games.

The activities workers were being supported by the management team to look at how they create personalised activity plans. These were still to be completed; however, we could see that there had been a lot of consideration given to what each individual would enjoy and benefit from.

We need evidence over a sustained period of time to evaluate if people's activities had been improved and to see the impact this was having on their lives. We must see people's choices of activities written into their care plans and evaluated regularly.

Not met

Requirement 2

In order to improve standard infection control procedures, the provider must, by 4 December 2020:

- a) provide effective leadership to ensure infection prevention and control procedures are in place within the service;
- b) ensure effective infection prevention and control audits are implemented and findings are reviewed with appropriate action taken;
- c) ensure the environment and equipment are appropriately cleaned and safe for use, and infection risks; associated with the care environment and care equipment are minimised;
- d) ensure all staff are provided with training and necessary knowledge and skills in infection prevention and control to confidently and competently undertake their role; and
- e) ensure staff are aware of relevant policies, procedures and guidance and are able to evidence the provision of a safe level of care in minimising infection risks.

This is to ensure care and support is consistent with 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 in order to comply with Regulation 4 - Welfare of users of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 16 November 2020.

Action taken on previous requirement

We found that there had been an improvement since our last visit. There was positive feedback from staff.

Audits are better completed and have highlighted concerns. This is positive and shows that these are identifying areas for improvement.

The environment appears much cleaner; however, we found that staff have not been briefed in the use of bleach tablets. Cleaning schedules do not make clear the guidance for use. Clear instructions and evidence of staff understanding and implementation is needed. The service must follow up on this and evaluate in supervision and through observations on practice. Furthermore, these discussions should also take place at team meetings and handovers.

Not met

Requirement 3

In order to ensure residents have their support and care needs fully met, the provider must, by 4 December 2020:

- a) ensure there are adequate numbers of staff on all shifts;
- b) ensure domestic hours are adequate to carry out regular cleaning of frequently touched surfaces; and
- c) ensure adequate hours are available to activity co-ordinators to provide a stimulating environment.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'My needs are met by the right number of people.' (HSCS 3.15); and in order to comply with Regulation 15 - Staffing of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

This requirement was made on 16 November 2020.

Action taken on previous requirement

We sampled the staff rota from the previous three weeks and found there were at least six staff on most days and four on at night. This seemed to be sufficient due to the reduction in people living in the service. However, we had concerns that when there is increased people or dependency on care, including activity provision, then staffing levels would not meet people's needs.

The service was using a number of agency staff. However, they were block booked so that there was familiarity and consistency to the people experiencing care.

Not met

Requirement 4

In order to ensure safer recruitment, induction and training, the provider must implement a consistent recruitment procedure, a fully completed induction programme for all new staff and provide relevant training for all staff by 31 August 2019.

This is in order to ensure that 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 practice and follow their professional and organisational codes.' (HSCS 3.14); and in order to comply with Regulation 15 - Staffing of the Social Care and Social Work Improvement Scotland Regulations 2001.

This requirement was made on 10 April 2019.

Action taken on previous requirement

We did not assess this requirement at this inspection.

Not assessed at this inspection

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**

All care plans for people should be person focused, meaningful and reflect the person's needs and wishes. These plans should be current and reviewed every six months by the provider.

This is to ensure care and support is consistent with Health and Social Care Standards (HSCS) which state that:

'My care and support meets my needs and is right for me.' (HSCS 1.19)

This area for improvement was made on 16 November 2020.

Action taken since then

We found that some changes and improvements had been made to the care plans which we had identified at a previous inspection. The care planning was still ongoing in order to meet the area for improvement.

Previous area for improvement 2

Staff should receive refresher training on supporting people who experience Stress and Distress. Staff practice should be evaluated and supervised following the training to ensure competency and adherence to the care plan.

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 practice and follow their professional and organisational codes.' (HSCS 3.14)

This area for improvement was made on 16 November 2020.

Action taken since then

Some staff had attended training for the above. However, some staff still had to attend refresher training. Staff should receive supervision and be evaluated to ensure their understanding and competency relating to the training.

Previous area for improvement 3

The service should ensure that where agency staff are working in the building that they have the necessary skills and training to allow them to fully support those living in the service.

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 practice and follow their professional and organisational codes.' (HSCS 3.14)

This area for improvement was made on 16 November 2020.

Action taken since then

We found evidence that agency staff were trained in infection control specific to COVID- 19. However, we did not see an induction folder for each agency worker to ensure that they had been inducted into the service effectively and safely.

Complaints

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