

Wyvis House Care Home Care Home Service

Station Road
Dingwall
IV15 9FF

Telephone: 01349 866464

Type of inspection:
Unannounced

Completed on:
8 January 2021

Service provided by:
Wyvis House Care Home Ltd

Service provider number:
SP2005007319

Service no:
CS2008188661

About the service

This service has been registered since 23 March 2009.

Wyvis House Care Home is registered to provide a care service to a maximum of 50 adults, of which some older people may have dementia, mental health problems, or physical and sensory impairments.

The provider is Wyvis House Care Home Ltd. There were 46 people using the service at the time of this inspection.

Wyvis House is a modern, purpose-built care home. The home is close to public transport links and the local amenities of the town of Dingwall in Ross-shire. All, except two of the bedrooms, are single occupancy and all contain en-suite toilet and shower facilities. People living at Wyvis House can use the sitting rooms on both floors. There are a number of communal rooms, lounges, dining rooms, bathrooms, showers, and toilet facilities situated throughout the care home. There is a small enclosed garden area to the front of the building.

The aims and objectives of Wyvis House are to:

- attain the best quality of life allowing choice and diversity
- maintain dignity, privacy, and independence
- provide a modern, creative service encouraging participation within the community.

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 chatted with some people who were living in the home and they appeared to be content and were happy to speak with us.

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
--	--------------

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

We evaluated the service to be performing at an adequate level. There were a number of strengths identified that just outweighed the weaknesses.

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

It was a requirement that the provider ensure that the environment was clean and clutter free. Appropriate action had been taken to ensure people were living in a safe and well looked after environment. The home was clean and tidy. This included sluice areas. The enhanced cleaning schedules had been reviewed to incorporate frequently touched surfaces as well as other areas that required regular cleaning. This requirement had been met.

It was a requirement that the provider develop a system to ensure that equipment was cleaned between use. We observed equipment and baths were clean and observed staff cleaning equipment following its use. There were systems in place that demonstrated that baths, showers and reusable equipment were being cleaned between use. This protected people from possible cross contamination. This requirement has been met.

It was a requirement that the provider ensure that the storage and disposal of Personal Protective Equipment (PPE) met current Health Protection guidance. The provider had purchased storage facilities for PPE and more clinical waste bins for its disposal. These were situated at key points in the home which meant that they were more accessible for staff.

Staff told us they were clearer about how to access and dispose of used PPE. This ensures that service users are kept safe from the risk of infection. This requirement has been met.

It was a requirement that the provider ensure that people were supported with physical distancing and hand hygiene. The provider had taken account of physical distancing by reconfiguring chairs in communal areas. This meant that people were now able to sit 2 metres apart which lessens the risk of infection. While we were unable to observe staff supporting people with hand hygiene, they were able to tell us that this had been discussed with them. They were able to show us where wipes were situated to support them with this. This meant that people were kept safe from the risk of infection. This requirement has been met.

It was a requirement that the provider develop systems to ensure that mattresses, pillows and covers were regularly audited. The service had commenced an audit of some mattresses, pillows and covers. We examined four mattresses and these were in good condition. We examined some pillows and some of these were not of a good quality. However new pillows had been very recently delivered and were in the process of being allocated. The service must continue with their audits to ensure that people are kept safe from the risk of infection. This requirement had been met.

It was a requirement that the provider develop a service improvement plan to improve the environment. A service improvement plan had not been developed. Some items of old or worn furniture had been disposed of and were in the process of being replaced. Some areas of the service had been decorated. There were still areas in the service that required further improvement. Some flooring needed to be replaced and some storage cupboards needed repair. There was poor quality décor in some communal areas. The provider must develop and implement a plan to improve the environment. We extended the requirement timescale to 12 March 2021. (see requirement 1).

This will enable them to fully meet the requirement so that service users experience a safe and well looked after environment.

It was a requirement that staff received training in relation to infection prevention and control and took part in competency assessments. In addition the provider had to develop their quality assurance systems.

The service was being supported in relation to staff training on infection prevention and control by NHS Highland. Some staff had taken part and further dates were planned. This will ensure that staff have the knowledge to safely support people with current infection control measures. Some staff competencies in relation to hand hygiene and the use of PPE had been assessed. However, this was a relatively small number. All staff must take part in regular competency assessments to ensure infection prevention and control measures are being implemented in line with current best practice guidance. A range of audits had been developed however only a small number had been used. We extended the timescale to 12 March 2021 in order that the provider carry out further improvements. (see requirement 2).

This will enable them to fully meet the requirement so that service users experience a safe and well looked after environment.

Requirements

1. It is a requirement that the provider, by 12 March 2021, develop a service improvement plan to evidence how and by when they were going to address issues of old, worn or broken furniture and fixtures and fittings used in the provision of the service. This was to ensure that service users experience a safe and well looked after environment.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards 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); and

In order to comply with Regulation 10(2)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

2. It is a requirement that the provider, by 12 March 2021, implement and ensure quality management and assurance systems are in place that improve the continuous management of people's care, including infection prevention and control.

This must include, but not be limited to:

a) ensuring staff have the necessary knowledge and skills to effectively implement the current guidance in infection control and COVID-19 practices. All staff should receive training in the current 'Health Protection Scotland COVID-19 Information and Guidance for Care Homes' and know how to access the most up to date version.

b) developing a system to ensure that staff competencies, knowledge and understanding are regularly assessed to determine that infection prevention and control measures are being implemented in line with current best practice guidance.

c) developing and implementing regular audits and follow-up on findings to bring about improvements and these should be included in a service improvement plan.

This is in order to ensure 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);

'I experience high quality care and support based on relevant evidence, guidance, and best practice' (HSCS 4.11);

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19); and

In order to comply with Regulation 4(1) (a) and (d) welfare of service users Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 Areas for improvement.

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

Requirements

Requirement 1

It is a requirement that the provider, by 12 March 2021, ensure that service users receive care and support that meets their health, safety, and wellbeing needs. In order to achieve this, the provider must ensure that:

- a) service users' needs are assessed;
- b) service users, other relevant people and professionals are fully involved in the care planning process;
- c) staff respond to signs of deterioration in service users' health and wellbeing, that they are unhappy or at risk of harm and use the care planning process to improve service users' experiences and outcomes;
- d) the quality-of-service users' care and support is evaluated, and action taken to make any necessary improvements. This process must take account of service users' views, experiences and outcomes, the views of staff and relatives involved in their care and support and their written care records.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

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

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11);

'My care and support is provided and planned in a safe way, including if there is an emergency or unexpected event' (HSCS 4.14); and

In order to comply with Regulation 4(1)(a) and Regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 11 December 2020.

Action taken on previous requirement

This requirement was not assessed at this follow up inspection, it had a timescale of 12 March 2021.

Not assessed at this inspection

Requirement 2

It is a requirement that the provider, by 6 January 2021, develop a service improvement plan to evidence how and by when they were going to address issues of old, worn or broken furniture and fixtures and fittings used in the provision of the service. This was to ensure that service users experience a safe and well looked after environment.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards 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); and
In order to comply with Regulation 10(2)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 11 December 2020.

Action taken on previous requirement

Please refer to the body of the report for further information regarding this requirement.

Not met

Requirement 3

It is a requirement that the provider, by 6 January 2021, ensure that the premises are maintained in a clean and tidy condition at all times. As well as communal areas this must include the sluice areas and the regular cleaning of frequently touched surfaces. These areas must be included in the enhanced cleaning schedules.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards 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); and
In order to comply with Regulation 10(2)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 11 December 2020.

Action taken on previous requirement

Please refer to the body of the report for further information regarding this requirement.

Met - within timescales

Requirement 4

It is a requirement that the provider, by 6 January 2021, ensure that there must be a system in place that demonstrated baths, showers and reusable equipment, for example hoists and communal wheelchairs were being cleaned between use. This was to ensure that service users experience a safe and well looked after environment.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards 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); and
In order to comply with Regulation 10(2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 11 December 2020.

Action taken on previous requirement

Please refer to the body of the report for further information regarding this requirement.

Met - within timescales

Requirement 5

It is a requirement that the provider, by 6 January 2021, must ensure that the use and disposal of Personal Protective Equipment aligns with Health Protection Scotland; COVID-19: Information and Guidance for Care Home Settings. This was to ensure that service users are kept safe from the risk of infection.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I experience high quality care and support based on relevant evidence, guidance and practice'. (HSCS 4.11); and

In order to comply with Regulation 4(1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 11 December 2020.

Action taken on previous requirement

Please refer to the body of the report for further information regarding this requirement.

Met - within timescales

Requirement 6

It is a requirement that the provider, by 6 January 2021, must ensure that they take account of physical distancing and hand hygiene for service users that aligns with Health Protection Scotland COVID-19 Information and Guidance for Care Home Settings. This was to ensure that service users are kept safe from the risk of infection.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I experience high quality care and support based on relevant evidence, guidance and practice' (HSCS 4.11); and

In order to comply with Regulation 4(1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 11 December 2020.

Action taken on previous requirement

Please refer to the body of the report for further information regarding this requirement.

Met - within timescales

Requirement 7

It is a requirement that the provider, by 6 January 2021, must ensure that there are systems in place to ensure that mattresses, pillows and covers were regularly audited to ensure they were in a good condition. This was to ensure that service users are kept safe from the risk of infection.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards 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); and
In order to comply with Regulation 4(1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 11 December 2020.

Action taken on previous requirement

Please refer to the body of the report for further information regarding this requirement.

Met - within timescales

Requirement 8

It is a requirement that the provider, by 6 January 2021, implement and ensure quality management and assurance systems are in place that improve the continuous management of people's care, including infection prevention and control.

This must include, but not be limited to:

- a) ensuring staff have the necessary knowledge and skills to effectively implement the current guidance in infection control and COVID-19 practices. All staff should receive training in the current 'Health Protection Scotland COVID-19 Information and Guidance for Care Homes' and know how to access the most up to date version.
- b) developing a system to ensure that staff competencies and knowledge and understanding are regularly assessed to determine that infection prevention and control measures are being implemented in line with current best practice guidance.
- c) developing and implementing regular audits and follow-up on findings to bring about improvements and these should be included in a service improvement plan.

This is in order to ensure 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);
'I experience high quality care and support based on relevant evidence, guidance, and best practice' (HSCS 4.11);
'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19); and

In order to comply with Regulation 4(1) (a) and (d) welfare of service users Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 Areas for improvement.

This requirement was made on 11 December 2020.

Action taken on previous requirement

Please refer to the body of the report for further information regarding this requirement.

Not met

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

The service should ensure that they promoted posters in relation to COVID-19 measures that should be taken. This would assist staff with their knowledge and understanding of the correct use of PPE and prevent complacency which would then enable them to protect people from the risk of infection.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

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

This area for improvement was made on 11 December 2020.

Action taken since then

There were posters on display at various vantage points in the home so that staff could refer to them if needed.

This area for improvement has been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
7.2 Infection control practices support a safe environment for people experiencing care and staff	3 - Adequate

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 iarrtas.

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 ਵਿਚ 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.