

Mowat Court Nursing Home Care Home Service

Kirkton Road
Stonehaven
AB39 2PB

Telephone: 01569 763340

Type of inspection:
Unannounced

Completed on:
12 February 2021

Service provided by:
Care UK Limited

Service provider number:
SP2003002341

Service no:
CS2003010414

About the service

Mowat Court is registered to provide a care service to a maximum of 44 older people, of which, up to 12 places may be used for older people with mental health support needs. In addition, it can provide a care service to a maximum of two older people with a physical impairment in respite/short break places.

The home is a purpose-built, two storey building set in its own ground on the outskirts of Stonehaven. It is close to local bus routes and local services and amenities.

The service aims to provide 'care in the heart of the community with people at the heart of what they do'. They further aim to allow positive risk tasking whilst encouraging safety and security.

An initial inspection to evaluate how well people were being supported during the COVID-19 pandemic was carried out on 29 January 2021. As a result of the inspection, two requirements and one area for improvement were made.

This inspection was a follow up inspection and was carried out by an inspector from the Care Inspectorate.

What people told us

We spoke informally with residents during our inspection, everyone expressed that they were happy with the service and were very complimentary of the staff.

Some people were unable to tell us verbally about their experience of living in the home. We spent time observing how staff interacted with them and the impact this had on their well being. Staff were visible in all areas of the service and engaged with people in a friendly and caring way.

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

The service had implemented a robust action plan following our previous inspection. This meant that there was a focus on making improvements that were necessary to keep people safe during the COVID-19 pandemic.

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

Significant improvements had been made to infection control practices, enhanced safe systems of work and quality assurance were in operation.

We have therefore re-evaluated '7.2 Infection control practices support a safe environment' from weak to adequate.

We have re-evaluated the service to be performing at an adequate level. (See what the service has done to meet any requirements and areas for improvements).

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

Requirements

Requirement 1

By 12th February 2021 the provider must ensure that all areas, care equipment, fixtures and furniture in the home are cleaned and maintained in a way that supports effective infection control.

In order to achieve this the provider must:

- undertake a review of cleaning processes;
- undertake a review of quality assurance processes;
- ensure staff are competent in the cleaning and decontamination of the environment and equipment in line with current guidance.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment". (HSCS 5.22)

In order to comply with Regulations 3 and 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 29 January 2021.

Action taken on previous requirement

The provider had carried out a review of routines and systems for cleaning. They had implemented a more efficient and safer way of working. Quality assurance processes were updated and in line with national guidance, ensuring that any issues of concern were identified and dealt with quickly.

A deep clean of people's bedrooms, furniture and care equipment had taken place. All furniture, beds and mattresses were checked and replaced as necessary. Additional decluttering of communal areas had taken place, further reducing the risk of cross contamination of infection to people living and working in the service.

All staff had been involved in the review and development of updated cleaning and auditing systems, they were able to describe and demonstrate knowledge of safe working practice, as a result there was a consistency in standards and people were more likely to be kept safe from negative effects of the pandemic.

Met - within timescales

Requirement 2

By 12th February 2021 the provider must ensure that staff are carrying out the safe transportation and decontamination of workwear in a way that supports effective infection control in line with relevant guidance.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: "I experience high quality care because people have the necessary information and resources". (HSCS 4.27)

In order to comply with Regulations 3 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 29 January 2021.

Action taken on previous requirement

Staff were given advice of safe systems and best practice for the transportation and decontamination of workwear. They were able to demonstrate and describe to us effective infection prevention and control practices that would ensure a decreased risk of cross contamination to others.

Met - within timescales

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 provider should ensure that staff are able to demonstrate an awareness of current guidance around the repurposing of medication, including controlled drugs, and that supplies of medication are adequate to manage symptom relief and comfort, with appropriate systems in place for review of medication requirements and stock.

This is in order to ensure care and support is consistent with the Health and Social Care Standard which states 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 29 January 2021.

Action taken since then

Senior staff had met to discuss how to progress this in such a way that would meet the particular demands of the service. They were able to demonstrate an increased knowledge of current guidance. This would support the improvement of symptom relief for people living in the service.

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
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	4 - Good
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	4 - Good

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