

# Dalginross House Care Home Service

Comrie  
Crieff  
PH6 2ED

Telephone: 01764 670861

**Type of inspection:**  
Unannounced

**Completed on:**  
1 February 2021

**Service provided by:**  
Linda Paterson trading as Dalginross  
House

**Service provider number:**  
SP2003002113

**Service no:**  
CS2003009752

## About the service

Dalginross Care Home is a privately owned home in the Perthshire village of Comrie. The service is registered to provide care for up to 17 older people. There are 15 single rooms and one bedroom that could be used by a couple. At the time of our inspection there were 15 people living in the home.

The home is a Victorian built villa arranged over two floors, with stair lift access to the mezzanine and first floor. The home is set in well maintained accessible grounds with car parking available and is well located in the village with all its amenities within walking distance.

We carried out an inspection of Dalginross Care Home using virtual technology on 1 February 2021. This was a follow up to our initial on-site inspection of the service on 17 and 18 November 2020, where we made two requirements and three areas for improvement. These related to practices around cleaning; staff training, and care planning.

We spoke with the manager and depute manager using virtual technology and looked at the following evidence:

- cleaning schedules
- staff training records
- contingency plans
- service dependency tool
- auditing and quality assurance records.

Feedback was given to the registered manager at the end of the inspection.

## What people told us

As this was a virtual follow up inspection focused on processes and systems, we did not formally gather the views of people using the service. Please refer to the full report dated 18 November 2020 where people's views were gathered.

**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?	4 - Good
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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? 4 - Good**

We regraded the service upwards from adequate to good. The provider evidenced improved practice in supporting and safeguarding people during the COVID-19 pandemic. Improvements were also recognised in infection control and staffing arrangements.

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

### Requirements

#### Requirement 1

By 11 December 2020, to ensure that people experiencing care are appropriately protected, the service must have in place an enhanced cleaning schedule that follows the up-to-date guidance on infection prevention and control from Health Protection Scotland, Public Health Scotland and the Scottish Government. They must also begin regular infection control audits to ensure that the cleaning schedule and all infection control procedures are being carried out appropriately.

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

“My environment is secure and safe.” (HSCS 5.17) and  
“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)(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, Scottish Statutory Instruments 2011/210.

**This requirement was made on 18 November 2020.**

#### Action taken on previous requirement

The provider evidenced the enhanced cleaning schedules that had been implemented, which were being completed to a high standard by staff. The schedules had been overseen by the appropriate agencies and covered all the factors necessary to maintain a safe environment during the COVID-19 pandemic. This ensured people's health and wellbeing was protected.

Cleaning schedules were regularly audited, with spot-checks carried out to ensure the environment was maintained to a good standard. The provider confirmed that obsolete equipment had been removed from the premises, thus ensuring a safe environment free from hazards.

**Met - within timescales**

#### Requirement 2

By 11 December 2020, the provider must ensure that staff are provided with the necessary training and guidance on COVID-19 in order to safely undertake their responsibilities during the current COVID-19 pandemic.

This is to ensure 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).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 4(1)(a) - A regulation regarding the welfare of service users.

**This requirement was made on 18 November 2020.**

#### Action taken on previous requirement

The provider evidenced that all staff had completed an e-learning course on COVID-19. A test was carried out at the end of the course which everyone had passed. Plans were in place to ensure staff took a refresher course on COVID-19 at regular intervals. This added to the training that was already in place in infection control, ensuring a well-trained staff team with the relevant skills to maintain people's health during the pandemic.

**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 service should have systems in place to ensure that the needs of people are regularly assessed, monitored, and recorded within their care plan.

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

"My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15)

**This area for improvement was made on 18 November 2020.**

#### Action taken since then

The provider had introduced a care plan monitoring tool that was completed monthly. This ensured changes were captured quickly in order that the care plan contained relevant and up-to-date information with people's current support needs and wishes.

This enhanced the care planning process and will contribute to people's health and wellbeing during the COVID-19 pandemic, particularly if care had to be provided by people external to the service in the event of an emergency.

## Previous area for improvement 2

The service should use a recognised dependency tool to evidence more effectively that the staffing levels are at sufficient levels to ensure the needs of people are met.

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

"My needs are met by the right number of people." (HSCS 3.15)

**This area for improvement was made on 18 November 2020.**

### Action taken since then

The provider confirmed it had started using a dependency tool with information collated each month. It showed trends and tracked changes in people's health and support needs. The provider recognised that it was a useful tool and provided information in a way that was not previously available.

Moving forward, the dependency tool will assist the provider in ensuring it anticipates and responds quickly to changes, ensuring people's health and wellbeing is maintained by the appropriate staffing levels if their support needs change.

## Previous area for improvement 3

The provider should ensure that as part of the services COVID-19 contingency planning it has plans in place to provide continuity of care in the event of:

- 1: A large number of staff being absent from work.
- 2: A person within the home testing positive for COVID-19.

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

3.15 "My needs are met by the right number of people." (HSCS 3.15) and

"I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty." (HSCS 3.18)

**This area for improvement was made on 18 November 2020.**

### Action taken since then

Contingency planning is an important means of maintaining people's health and safety in the event of emergency during the COVID-19 pandemic. The provider had made significant improvements in this area, with detailed plans introduced which followed current best practice guidelines. These had been discussed with the staff team to ensure they would be put into practice immediately in the event of an emergency.

This forward planning ensured staff were aware of their responsibilities and will help prevent any delays should action be required, ensuring people's level of care is maintained in the event of a crisis situation.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
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	4 - Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	4 - Good



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Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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