

Rose House Care Home Service

16 Constitution Terrace
Dundee
DD3 6JR

Telephone: 01382 223 903

Type of inspection:
Unannounced

Completed on:
17 February 2021

Service provided by:
Thomas Dailey trading as Kennedy
Care Group

Service provider number:
SP2003003646

Service no:
CS2005112050

About the service

Rose House is a care home for older people in a quiet residential area of Dundee, close to the city centre, with easy access to a local park and various amenities. The home is a large detached building on two levels, with access to the upper level via a passenger lift or stairs.

There is a small garden to the front of the house. The service's philosophy of care is: - 'We strive to create settings where residents' individuality is acknowledged, where dignity and privacy are respected, where residents can feel safe and secure'.

The home is registered for a maximum of 23 residents, providing care for people with dementia and older people. At the time of inspection there were 7 residents. The home has applied to cancel the service and is due to close 16 May 2021.

This was a focused follow up inspection to evaluate how well people were being supported during the COVID-19 pandemic. We assessed whether the requirements and areas for improvement made at our last inspection were met.

This inspection was carried out by inspectors from the Care Inspectorate and Healthcare Improvement Scotland.

What people told us

The views of people using the service were not formally gathered. Over the course of the inspection visit we observed that people were relaxed and interacting with one another. They responded positively to staff interactions and assistance.

The views of carers were not formally gathered during this inspection as the service was in the process of informing families about the service closure.

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

We wrote this report following an unannounced follow up inspection. The inspection took place on Tuesday 16 February 2021. Feedback was given to the manager the following day using Teams.

During the inspection, we spoke with people who use the service, the manager, staff and observed care

practice. We spoke with staff and management and looked at:

- progress recorded in relation to the requirements made at the last inspection;
- audit and cleaning records;
- environment and equipment used by people;
- staffing;
- personal care plans.

Requirements

1. By 31 March 2021 you must make proper provision for the health, welfare and safety of people using the service. In order to achieve this the provider must:
 - a) ensure that people using the service are fully supported with their personal care needs, including assessment of the support required with personal care and how and when the support should be provided;
 - b) ensure that individual care plans fully detail the needs of people using the service and how these needs;
 - c) ensure that supplementary documentation fully supports the guidance provided in the care plan. This includes personal care charts, and daily records to ensure that basic care and support needs are met.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011 No 210: Principles 3 - requirement about quality, respect and choice & regulation 4(1)(a) - requirement for the health and welfare of service.

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

Requirements

Requirement 1

By 16 December 2020 you must ensure that maintenance checks of the building and equipment are thorough. Staff must ensure issues are reported and safety systems are fully implemented. You must implement a system of monitoring temperature in the building and take immediate action in response to heating failure.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 Scottish Statutory Instruments 2011/210 10(2)(a)(b)(c)(d) a regulation regarding the fitness of premises and Health and Social Care Standard (HSCS)

This requirement was made on 26 November 2020.

Action taken on previous requirement

The service had put in place digital thermometers in communal areas to monitor temperatures. Daily temperature checks were recorded and we could see that actions were undertaken to rectify any dips in temperature. The home felt comfortably warm when we arrived at the service. Staff told us that the temperature in the building had improved and that people living in the care service didn't need to ask for extra blankets to stay warm.

The manager's daily walk round picked up on maintenance issues and we could see that issues were recorded until actions were undertaken to resolve them.

Met - outwith timescales

Requirement 2

By 16 December 2020 you must make proper provision for the health, welfare and safety of people using the service. In order to achieve this the provider must:

- a) ensure that people using the service are fully supported with their personal care needs, including assessment of the support required with personal care and how and when the support should be provided;
- b) ensure that individual care plans fully detail the needs of people using the service and how these needs;
- c) ensure that supplementary documentation fully supports the guidance provided in the care plan. This includes personal care charts, and daily records to ensure that basic care and support needs are met.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011 No 210: Principles 3 - requirement about quality, respect and choice & regulation 4(1)(a) - requirement for the health and welfare of service.

This requirement was made on 26 November 2020.

Action taken on previous requirement

A system had been put in place to record when people had been supported to bathe or shower. We had some concerns about recording accuracy and practice, which appeared to show that people had not been supported to bathe or shower in accordance with their agreed personal care plan. We discussed the importance of ensuring that plans are responsive to people's changing needs and ensuring that staff are accurately recording the support they have provided.

Further work needs to be done to ensure that the service is carrying out people's personal care plan in accordance with their needs and wishes and this is recorded accurately. Personal care also need to be responsive to changing needs of individuals.

The date has been extended to 31 March 2021.

Not met**Requirement 3**

By 16 December 2020 you must ensure that service users experience a safe, clean and well-maintained environment. Ensure that:

- a) all surfaces such as windows, floors, vents, equipment, and furniture are not damaged and are cleaned or disinfected effectively;
- b) all service users have clean furniture within their room and throughout the care service;
- c) there is a cleaning schedule implemented with regular quality assurance checks to ensure that the environment is consistently safe and well maintained.

This is in order to comply with Regulation 4(1)(d) and Regulation 10(2)(b) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 26 November 2020.

Action taken on previous requirement

The general environment looked clean, tidy and welcoming. There were no unpleasant smells around bedrooms and the lounge areas. We saw a member of staff going round cleaning frequently touched surfaces and we were told that they are cleaned every 3 hours. This is good practice and in line with national guidance.

The electric cupboard was now out of use as a sluice room. The shelves were empty and the room was clean, making it a safe environment keeping everyone safe from the electric fire hazard.

PPE stations mounted on walls were well stocked with nitrile gloves for giving care in line with the national guidance.

Generally equipment was found to be clean except for a few chairs and tables dirty on the underside. Some of these were in rooms not currently in use.

Staff we spoke with told us that they assist residents with hand washing or the use of wipes before meals. They also described how they are following guidance by supporting residents with cough hygiene. Staff told us they had received some training on Covid-19 last month in January 2021.

The staff we spoke to knew about the latest Covid-19 guidance and where to find a hard copy as well as on line. They also knew where to access the Infection Prevention and Control (IPC) policies. We examined the IPC audits and we found that the recent audit had identified areas of improvement and action plans had been implemented. We saw the latest guidance for Covid-19 in a folder in the staff office.

This requirement has been met, however, there still needs to be a heightened degree of attention to detail to ensure an ongoing cleanliness of equipment. Quality assurance inspections and audits need to be effective and robust.

Met - outwith timescales

Requirement 4

By 16 December 2020 you must ensure that there are, at all times, enough suitably qualified and competent members of staff working in the care service to meet the needs of the service users. You must also demonstrate that there are arrangements in place to ensure that the service is always adequately staffed.

This is in order to comply with Regulation 15 (a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 14 February 2021.

Action taken on previous requirement

Since our last inspection the service had arranged for additional staff support for a resident who needed a high level of support to manage stress and distress reactions. The service currently has 7 people living there. Staff told us that they felt there were enough staff on duty to meet people's needs. During the inspection staffing levels were appropriate to meet the needs of people. We reviewed staff rotas and staff allocations and were satisfied that staffing levels were sufficient to meet the needs of the people residing at Rose House.

Met - outwith 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 and manager should ensure they are familiar with current visiting guidance. You should ensure that family members and friends know about visiting arrangements and these are clearly communicated with everyone. People should be routinely and actively supported to make use of the telephone and internet to reduce the impact of any visiting restrictions.

This is to comply with Health and Social Care Standards (HSCS) which state:

'I am supported to manage my relationships with my family, friends or partner in a way that suits my wellbeing (HSCS 2.18)

This area for improvement was made on 26 November 2020.

Action taken since then

Since our inspection visiting arrangements had changed to essential indoor visits only as a result of the most recent guidance and the outbreak the home had. However, the home had improved their arrangements for people keeping in touch with family and friends. Wi-fi was accessible in more areas of the home and a tablet was now available to enable people to stay in touch with their relatives. We heard that the activities worker had supported people to use this to keep in touch.

This area for improvement is achieved.

Previous area for improvement 2

The service should continue with the present work to personalise the care plan documentation making all care plans person-centred. This should also cover how the service supports people to access preferred activities, and also to ensure that end of life anticipatory care plans are fully discussed and agreed with individuals or their legal representatives.

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

"I can maintain and develop my interests, activities and what matters to me in the way that I like"(HSCS 2.22)

"I am supported to discuss significant changes in my life including death or dying, and this is handled sensitively" (HSCS 1.7).

This area for improvement was made on 7 June 2019.

Action taken since then :

There has been a delay in fully rolling out the new care plan format. Further progress should be made with this improvement to ensure best practice is embedded and maintained.

This area for improvement was made on 7 June 2019.

Action taken since then

This work is still ongoing. The roll out of the new care plan format is still progressing.

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	3 - Adequate
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	3 - Adequate

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