

## Mitre House Care Home Service

15/21 Househillmuir Crescent  
Pollok  
Glasgow  
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Telephone: 0141 881 0221

**Type of inspection:**  
Unannounced

**Completed on:**  
24 February 2021

**Service provided by:**  
The Mungo Foundation

**Service provider number:**  
SP2003000182

**Service no:**  
CS2003000910

## About the service

Mitre House is a care home service providing 24-hour care and support for up to five adults with learning disabilities. The provider is The Mungo Foundation.

The service has been operating since 2002 and has been registered with the Care Inspectorate since the Care Inspectorate was formed in 2011. There were five people being supported by the service at the time of the inspection.

The care home is located within a ground floor flat in a residential area in the south side of Glasgow and consists of five individual bedrooms with a shared lounge, dining area, kitchen, shower room and bathroom. The home is close to a range of local amenities including a large shopping centre and public transport. On-street parking is available for visitors.

The provider aims to provide a service which respects the value and dignity of the people who use it.

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 an inspector from the Care Inspectorate.

## What people told us

During the inspection we met the five people who lived in the care home and spoke to two relatives. We observed the quality of support people received and interactions with staff which we noted were responsive and supportive and encouraged independence and choice.

Overall feedback was very positive about care and support, staff, and managers. Comments included:

"The staff are excellent. They have kept us fully informed of what has been going on during the recent outbreak. We have had some visits from our relative and look forward to more."

"The service is very good, and they keep me up-to-date with anything that has been happening. I look forward to getting back in to visit my relative."

## 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

#### 7.1 People's health and wellbeing are supported and safeguarded during the COVID-19 pandemic

We evaluated how well people's health and wellbeing was supported. We concluded that this was 'good' with several important strengths.

We found that people who used the service were being well cared for in a homely environment. Residents looked relaxed and we saw caring interactions between them and staff.

Aspects of the home's usual activity programme that could continue were taking place with the introduction of some new ways for supporting people through the pandemic. These included more individual time with people. This gave people enjoyment and helped them keep occupied.

People were supported to maintain contact with their family and friends using electronic devices, external visits, and garden visits. Outdoor visiting had been in place in line with guidance, but this was currently suspended due to current restrictions in the area.

People could be confident that COVID-19 symptoms would be identified. Appropriate escalation of any concerns to health professionals were made so that they received the right treatment at the right time.

People should have a personal plan aligned to best practice guidance that reflects their current needs and directs staff to meet those needs. Overall, people could be confident that their personal plan was being continually evaluated to ensure that it was kept up-to-date. People were involved in reviewing their care plans to ensure that they continued to meet their needs. However, we found that the service did not have a specific care plan for people who may be in isolation due to, or are suspected, of having COVID-19. These should be developed and implemented for people with COVID-19 or in isolation. See Area for Improvement 1.

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

Our focus in this inspection area was to establish if infection prevention and control practices supported a safe environment for both people experiencing care and staff. The service demonstrated major strengths and was evaluated as 'very good'.

People benefitted from a home that was very clean. The environment was tidy and very well maintained. The staff team told us that they had training about COVID-19 and had a sufficient and appropriate supply of cleaning materials. They described the process and order of cleaning regimes that followed or exceeded best practice.

All staff had completed infection prevention and control training that included a focus on COVID-19. We saw that information around COVID-19 was continually updated to include all the relevant changes to guidance, and staff were aware of this. Staff and managers also told us of face-to-face practice observations about the importance of hand hygiene and how to carry it out effectively.

Staff practiced good hand hygiene in line with the WHO '5 moments' for hand hygiene and adhered to best practice guidance of "bare below the elbows" to allow effective hand hygiene. Staff had access to hand washing facilities and Alcohol-Based Hand Rub (ABHR) near the point of care. All wash hand basins had posters displayed to remind staff how to effectively carry out hand hygiene.

Personal Protective Equipment (PPE) was readily available, and staff wore this appropriately to keep people safe. Personal Protective Equipment was changed after contact within people's immediate environment and this was very good practice. Sessional face protection was worn in communal areas such as the dining room. Social distancing was practised by staff and people were encouraged to do this in the communal areas of the home. The communal areas of the home had been re-designed to follow physical (social) distancing measures to reduce the transmission of COVID-19.

Linen was stored appropriately in clean areas. All equipment was clean and re-useable equipment was in a good state of repair.

## **7.3 Staffing arrangements are responsive to the changing needs of people experiencing care**

We evaluated if the staff team had the right competence, knowledge, and skills to support people in relation to COVID-19. We found staffing practice that demonstrated major strengths in supporting positive outcomes for people. We concluded that the service was performing at a 'very good' level.

Staffing arrangements were responsive to the changing needs of the people and were regularly assessed. This allowed for people being supported in their rooms, facilitating family contact and additional measures to maintain good hygiene and infection control practices.

Staff benefited from a supportive and approachable management team. The service was very aware of the need to support staff wellbeing and resilience at this time.

Training had been provided in all key areas of infection prevention and control, which staff found to be very informative and reassuring. They were also supported to keep up-to-date with current best practice around COVID-19.

People living in the home could be confident that staff put their learning around COVID-19 into practice, including checks on PPE use, hand washing techniques, enhanced cleaning regimes and social distancing .

It was clear from our discussions with staff and our review of records that there were robust and transparent quality assurance processes in place to keep people safe. This meant that people could be confident that staff had the necessary knowledge and skills to support them during the pandemic.

## **Areas for improvement**

1. To ensure that people's health and wellbeing are supported and safeguarded during the COVID-19 pandemic, the provider should ensure that care plans for each person suspected of or confirmed as having COVID-19 are in place. Care plans must be regularly evaluated and reviewed by the service. Staff practice should be directed by the content of care plans.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

## 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	5 - Very Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	5 - Very Good

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