

Carnbroe Care Centre Care Home Service

40 Paddock Street
Coatbridge
ML5 4PG

Telephone: 01236 421893

Type of inspection:
Unannounced

Completed on:
9 March 2021

Service provided by:
Alpha Care Management Services
Limited

Service provider number:
SP2011011670

Service no:
CS2011300125

About the service

Carnbroe provides long-term residential care as well as short-term respite care for up to 74 people with a range of physical and cognitive impairment. The service was registered with the Care Inspectorate in 2011 and is provided by Alpha Care Management Services Limited.

The service is situated in a residential area of Coatbridge and is within close proximity to local amenities and transport links. The home is purpose-built over two levels with a passenger lift providing access to the first floor. The home consists of four units, two located on each floor which all provide communal lounges and dining facilities. All bedrooms have en-suite facilities and people are encouraged to bring in their own furnishings to personalise their rooms. Each floor has a communal bathroom that provides residents with an alternative to their en-suite shower. There are secure gardens to the rear of the building with seating areas for residents and visitors to use.

Two inspectors visited the service for one day on 9 March 2021. We provided feedback to the service the same day.

The purpose of this visit was to look at the progress of the requirements and area for improvement made at the COVID-19 focused inspection on 5 February 2021.

This report should be read in conjunction with the COVID-19 focus inspection report dated 8 February 2021.

What people told us

We chatted with residents as we walked around the home. They told us they were happy living there, food was good and they were well looked after. There were no issues raised 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
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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 have re-graded the service in recognition of improvements and requirements met. Grades moved upwards as we have evidence that grades of weak are now adequate.

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

Requirements

Requirement 1

In order to ensure personal plans fully address the assessed needs of individuals who reside in the service the provider must by the 31 March 2021 improve the quality and information in care plans.

In order to achieve this the provider must:

- ensure care plans are person centred and outcome focused.
- ensure all health assessments are fully completed.
- ensure guidance for staff to support stress/distress behaviours is fully documented.
- ensure COVID-19 care plans detail how to support the person's health and wellbeing through the pandemic.
- COVID-19 plans detail how to support residents who will not comply with social distancing.
- ensure reviews reflect changes and are used to update care plans.
- ensure the level of detail in daily records is improved.

This is to comply with: Health and Social Care Standards (HSCS) 1.15: '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.'; and 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.' (HSCS 4.14).

It is also to comply with Regulation 4. (1) (a) make proper provision for the health, welfare and safety of service users. 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 service had commenced work on the support plans and there were now COVID plans in place for all residents. The timescale to meet this requirement is 31 March therefore we did not fully assess progress at this inspection visit.

Not assessed at this inspection

Requirement 2

In order to ensure residents have their support and care needs fully met the provider must ensure there are adequate numbers of staff on all shifts by 5 March 2021.

This is to ensure care and support is consistent with the Health and Social Care Standard 3.15 which states 'My needs are met by the right number of people.'

It is also necessary to comply with Regulation 4. (1) (a) make proper provision for the health, welfare and safety of service users. 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

A dependency tool had been introduced to help capture changes in people's needs and ensure staff were deployed where they were needed most. This had resulted in group and individual activities taking place.

An additional activity co-ordinator had been employed for 22.5 hours. This meant activity co-ordinators could spend more time in each unit to promote a stimulating environment. The improvement in the range and access of meaningful activities could benefit residents' physical and mental health.

Met - within timescales

Requirement 3

In order to ensure people experiencing care are appropriately protected the provider must ensure adequate cleaning of the environment and equipment by 5 March 2021.

In order to achieve this the provider must:

- develop a detailed deep cleaning schedule and implementation of this.
- all domestic staff to complete training in the correct use of cleaning products.
- domestic senior to complete additional training and have time to adequately supervise domestic staff.
- ensure all equipment is effectively cleaned with a focus on frequently touched surfaces using appropriate products.
- ensure good standards of cleanliness are maintained by implementing regular audits of environmental and equipment cleanliness.
- re-useable care equipment must be robustly decontaminated after each use.
- declutter of PPE rooms and sluices.
- the management team should have a clear overview of standards of hygiene and cleanliness within the home.

This should be done in accordance with all appropriate Public Health guidance and Health Protection Scotland guidance of 31 December 2020 Version 2.1 entitled "COVID-19 Information and Guidance for Care Home Settings."

This is to comply with Regulation 4. (1) (a) make proper provision for the health, welfare and safety of service users. 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

Enhanced cleaning schedules were now in place with cleaning completed to a high standard. There was evidence that cleanliness and infection prevention and control measures were now supported and maintained by effective management and quality assurance processes.

All domestic staff had completed additional training in the correct use of cleaning fluids which were now being used effectively. The senior domestic now had time available to supervise staff and audit the cleanliness of the environment. Additional domestic hours and the introduction of domestic availability into the evening ensured frequently touch surfaces continued to be cleaned while residents were moving around.

Staff had to sign when they had cleaned re-usable equipment after use and we could see this was being completed. All equipment we looked at was clean.

Met - within timescales

Requirement 4

In order to ensure staff are working safely the provider must ensure all staff wear appropriate face masks by 5 March 2021.

This should be done in accordance with all appropriate Public Health guidance and Health Protection Scotland guidance of 31 December 2020 version 2.1 entitled "COVID-19 Information and Guidance for Care Home Settings."

This is to comply with Regulation 4. (1) (a) make proper provision for the health, welfare and safety of service users. 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

We looked at the risk assessment completed for a staff member who did not wear a mask as required by government guidance. We found that adequate steps had been taken to enable the staff member to safely wear a mask.

Met - within timescales

Requirement 5

In order to ensure people experiencing care are supported by a staff team who are competent and skilled the provider must by the 5 March 2021 provide relevant training.

In order to achieve this the provider must:

- ensure all staff have completed training in COVID-19 specific infection prevention and control, support in correct hand hygiene and use of personal protective equipment (PPE)
- ensure all staff are observed in the use of PPE and correct hand hygiene.
- ensure staff have training in recording of daily records.
- ensure all staff have dementia training at a level suitable to their role.

This should be done in accordance with all appropriate Public Health guidance and Health Protection Scotland guidance of 31 December 2020 version 2.1 entitled "COVID-19 Information and Guidance for Care Home Settings."

This is to comply with Regulation 4. (1) (a) make proper provision for the health, welfare and safety of service users. Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and to comply with Regulation 15b ensure that persons employed in the provision of a care service receive (i) training appropriate to the work they are to perform. 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

All staff had completed appropriate training in infection prevention and control and had been observed to ensure they were following guidance for the correct use of PPE and hand hygiene. This training meant staff were knowledgeable and informed about COVID-19 and current guidelines.

We were informed that the priority had been to ensure all staff had completed infection control training and now this had been achieved training in completion of daily notes was about to start. There was now a trainer in the home two days each week who will move forward the identified training needs of the staff team.

Dementia training had started for 14 staff in different roles. This will ensure staff from various roles such as carers, domestics and kitchen staff will have an opportunity to complete this, to gain the skills and knowledge to support residents with dementia.

Whilst the requirement has been met we have made this an area for improvement to ensure the identified training continues.

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

Daily oral health charts should be monitored to identify any issues.

This is to ensure care and support is consistent with the Health and Social Care Standard 1.19 which states: 'My care and support meets my needs and is right for me.'

This area for improvement was made on 29 January 2021.

Action taken since then

We looked at oral charts and again found several occasions when residents were noted as asleep when oral care was offered. There was no evidence this was being monitored. We showed our findings to the management team who agreed to investigate this. We have repeated this area for improvement.

Previous area for improvement 2

We made this area for improvement at this inspection.

All staff should have dementia training relevant to their role.

This is to ensure care and support is consistent with the Health and Social Care Standard 3.14 which states: '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.'

This area for improvement was made on 9 March 2021.

Action taken since then

There is a plan to roll out this training to all staff. We will monitor progress at the next inspection.

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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