

## Westerfields Care Home Care Home Service

30 High Calside  
Paisley  
PA2 6BE

Telephone: 0141 840 1110

**Type of inspection:**  
Unannounced

**Completed on:**  
11 March 2021

**Service provided by:**  
H & H Care Homes Limited

**Service provider number:**  
SP2010010960

**Service no:**  
CS2011303060

## About the service

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 three inspectors from the Care Inspectorate.

Westerfields care home is registered to provide 24-hour nursing care to a maximum of 64 older adults aged 50 years and above with conditions aligned with old age and older people including those with dementia. The provider is H&H Care Homes Limited and the home is situated in the Calside area of Paisley.

The care home is a three-storey purpose-built facility with single room accommodation. Each floor is arranged as distinct units with well-appointed bedrooms and private ensuite wet rooms. Every unit has its own large lounge with a spacious dining room, quiet room, and a satellite kitchen. The laundry, kitchen and other staff facilities are in an additional basement area.

A lift allows access to the upper floors. Communal areas on the ground floor had patio doors leading out to the small secure garden area. An external visiting garden room has been created in this space to support garden visits when these are reintroduced.

There were 53 people using the service at the start of our inspection.

## What people told us

During our visit on 11 March 2021, we observed kind and compassionate interactions between staff and residents.

## 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
----------------------------------------------------------------	--------------

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**

This was a follow up inspection to follow up on a requirement we made at the inspection on 9 February 2021.

This inspection was carried out by three inspectors from the Care Inspectorate.

We compiled this report following an unannounced visit on 11 March 2021.

During this visit we carried out a walk round assessment of the environment and observed staff practice in relation to infection prevention and control. We spoke with residents, the service manager, the nurse on duty, a senior carer, care and housekeeping staff.

We looked at the infection prevention and control quality assurance systems that had been developed since our last visit and training records.

During the inspection we observed indoor visiting between the designated relatives and their loved ones as per the 'Open with Care' guidance. The visits took place in the residents own room maintaining privacy and dignity for both parties. One relative stated they "found the system easy to follow and had very much enjoyed their visit." Staff also commented that the visiting was going better than expected.

We were satisfied that the service had made sufficient improvements in the areas we identified and were able to re-evaluate the service as adequate. For the detail of this please see 'what the service has done to meet any requirements at or since the last inspection'.

We gave feedback to the manager at the end of the visit on 11 March 2021.

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

### Requirements

#### Requirement 1

Infection prevention and control procedures must be improved and maintained to comply with current guidance to protect the health and welfare of people experiencing care. To do this the provider must, by the 10 March 2021:

- ensure the correct use of cleaning products and equipment, including implementation of cleaning schedules to fully comply with current guidance,
- ensure all staff comply with wearing and washing of uniform guidance,
- ensure all staff receive refresher training on infection prevention and control appropriate to their role,
- implement a system of direct observation of staff practicing infection prevention and control including using and disposing of PPE,
- implement a system to ensure all reusable equipment used in supporting and caring for residents is properly cleaned and sanitised after each use. The system is to include clear records of cleaning,
- ensure the management of clinical waste inside and outside the home fully complies with current, guidance,
- improve the management of clinical and domestic waste, linen and laundry,
- establish detailed infection control competency audits to inform good practice. Such audits should clearly record findings, any actions required and progress on implementing actions.

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

and '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).

Regulation 3 -Principles; Regulation 4(1)(a)(d) - Welfare of users and Regulation 15(a)(b)(1) - Staffing, of the Social Care and Social Work Improvement Scotland (Requirements for Care Services).

**This requirement was made on 2 February 2021.**

#### Action taken on previous requirement

This requirement was the subject of an inspection report issued on the 2 February 2021. At the end of the timescale of the 10 March 2021 the provider had met the requirement.

We observed that housekeeping staff were following appropriate cleaning schedules and using correct cleaning solutions. Laundry carts were now being used and helped staff to manage the risk of cross contamination. This helped reduce the risk of virus transmission throughout the service.

Care staff confidently described the process for cleaning shared equipment and said that they did this after each use. Records for this were completed twice daily but not after each use. We discussed this with the manager and they immediately introduced a system to evidence this.

Staff had repeated training in relation to covid-19 and infection prevention and control. It was good to see that staff practice had enhanced to mitigate the risk of cross infection. For instance, we were satisfied that staff understood the importance of washing their uniforms at the correct temperature and informed us they were doing this.

Furthermore, we saw improvements in the management of clinical waste and noted that the outside bin area was clear of debris and bins were secured; Further equipment was on order to assist with the transportation of clinical waste from each unit. It was evident from speaking with staff and sampling records that direct observation of staff and competency discussions had taken place. This was helping to reinforce and acknowledge positive practice, however, we asked the manager to consider if further training was needed to support staff with specific roles and responsibilities.

Staff we spoke with were able to identify the improvements that had been made since our last visit said that they generally felt more confident.

A comprehensive infection control audit had been developed and continued to be evolved to meet the needs of the service.

The provider should continue to sustain the improvements that have been made and develop systems that will help further identify and drive improvements.

This requirement has been met.

**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

Leadership and management audit processes for care delivery must support clearer communication and accountability. Leaders should understand the key roles and their responsibilities and at all levels empower staff to support people. Clinical overview should ensure residents benefit from effective treatment and intervention and get the right healthcare from the right person at the right time.

This ensures care and support is consistent with the Health and Social Care Standards which states, 'I

experience high quality care and support because people have the necessary information and resources (HSCS 4.27)

and 'Any treatment or intervention I experience is safe and effective'. (HSCS 1.24)

and '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 2 February 2021.**

## Action taken since then

This area for improvement was the subject of an inspection report issued on the 2 February 2021.

We did not evaluate this area for improvement during this inspection. We will review and evaluate this at the next inspection. This will allow time for the leadership, management and audit to be reviewed by the provider and embed this practice.

## 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?	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

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.