

Mossview @ The Opera Care Home Service

49 Francis Street
Lochgelly
KY5 9NN

Telephone: 01592 780235

Type of inspection:
Unannounced

Completed on:
9 March 2021

Service provided by:
Care Concern Fife Ltd

Service provider number:
SP2014012349

Service no:
CS2014330580

About the service

Mossview @ The Opera (Mossview) is situated in a residential area of Lochgelly, close to local shops and amenities. The service provides 24 hour care to a maximum of 42 older people. Accommodation is provided across three floors with each floor having its own living/dining area and small galley kitchen. The ground floor benefits from a larger dining room and entertaining space as well as a smaller cafe area. Access to the outdoors exists via the cafe, which opens onto a small, enclosed courtyard.

At the time of inspection there were 22 residents and a new manager had recently taken up post.

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 inspectors and advisors from the Care Inspectorate, Health Improvement Scotland and a Public Health representative.

What people told us

We spoke with a small number of people living in the service who reported that they felt well cared for. Comments included:

'The food's good'

'I'm well looked after'

We also contacted relatives in order to gather their views. Comments included:

'No concerns whatsoever'

'Staff have kept in touch throughout'

'I appreciate everything done for her'

'Food is excellent'

'I get regular emails and updates by phone'

Overall people were happy with the care and support their loved one received.

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.

The focus of this inspection was to evaluate the care and support which people have received during the COVID-19 pandemic. We wanted to explore whether people's rights have been respected and whether their physical, mental and emotional health has been promoted. We also considered the ways in which people have been supported to stay connected with their loved ones and to maintain relationships. We found that the service was performing at a good level, with important strengths.

The service had maintained good relationships with family members and kept in contact with relatives and the community in a variety of different ways. People were assisted to use video and telephone calls and also to write letters to their loved ones and to pupils in a local school. This created a sense of connection and value in people's lives. Visiting was supported whenever local guidance allowed and plans were in place for indoor visiting to recommence. Feedback from relatives was positive, with comments including, 'staff have been brilliant' and 'he appears content and well groomed'. Relatives we spoke with said that staff had been very thorough in keeping them informed about their loved one's care and support.

People should have the chance to engage in meaningful activity and we found that a range of opportunities had been made available to people throughout recent months. Small group activities had followed seasonal themes and annual events such as Remembrance Day and Valentine's Day were celebrated. We saw good evidence that people had engaged in these activities and that they had enhanced people's mood during difficult times. Staff were clear about the effects of isolation on those who chose to remain in their rooms and took steps to ensure regular interactions were supportive and meaningful. Although efforts were being made to begin supporting people to go outdoors, we highlighted this as an area for prompt attention. The current outside space requires maintenance in order to be safe, suitable and attractive for people to use.

Documentation showed that the service had continued to be responsive to people's healthcare needs and regular contact with a variety of healthcare professionals had been maintained. People were actively involved in making decisions about their care and we could see that both individual's and family preferences were respected. This meant that people were supported to maintain independence and self-direction in their lives. People's care plans contained very good detail to inform staff of how to best meet people's needs. We could see that plans had been reviewed regularly and in response to changing needs. This meant that

people were receiving care that was appropriate to their needs, promoting their health and wellbeing.

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

Communal areas were well presented and dining rooms and lounges were set up to ensure that physical distancing was facilitated. Residents' rooms were clean, spacious and suitably furnished. All mattresses and equipment were clean and well maintained.

There were adequate domestic staff to manage the cleaning. The domestic team were aware of the importance of their role and had good knowledge and understanding of processes and procedures including the use of appropriate cleaning products. There was a cleaning schedule in place ensuring that rooms were cleaned and deep cleaned on a regular basis, ensuring that rooms were clean and comfortable.

The manager was developing a refurbishment plan including replacing worn equipment, furniture and decoration.

There was a good supply of personal protective equipment (PPE) and PPE stations were situated throughout the home. Staff were proficient in donning and doffing of PPE and hand washing. They used alcohol based hand rub (ABHR) appropriately and were aware when it should not be used. Clinical waste bins were available throughout the service but some were not conveniently accessible from all the bedrooms. Staff should ensure that the external clinical waste bins are kept locked at all times.

The service had a number of audits in place which taken together covered the Standard Infection Control Precautions (SICPS). A more streamlined audit tool could be developed to promote effective auditing of all the Standard Infection Control Precautions to ensure ongoing and consistent assessment and action planning to help minimise infection prevention and control risks. We saw the proactive approach staff had in the care home. Although the record keeping for audit was not clear, the systems and process to manage IPC were of a good standard. By developing the recording of assessment and actions, strengths and areas for improvement will be more visible and support the practice aspects of environmental safety and cleanliness.

The laundry was a small space but could be improved by de cluttering the area to minimise the risk of cross contamination of linen. To ensure the laundry functions in a safer and more effective way, the design and layout should be assessed and improvements made where possible. (See Area for Improvement 1).

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

People should have confidence in staff because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. Staff told us that they had received training in infection control specific to COVID-19 and the safe and effective use of PPE. This was confirmed by training records and audit systems. Regular observations of staff practice were carried out. COVID-19 specific practice guidance folders were also in place in the office and staff room for all staff to refer to.

Staff described the changes in practice they have had to make since the start of the pandemic and how they were supported to keep themselves and people who use the service safe.

People should expect that their support is consistent and stable because people work well together. Staffing levels in the home were good at the time of this inspection. Adjustments had been made to staffing according to needs. People benefitted from being supported by regular staff who knew them well. People were comfortable with the support offered by staff. It was clear to us that staff had made efforts to minimise the impact on residents of wearing PPE and social restrictions.

We heard about the steps taken to ensure support when many staff had been ill. Although a contingency plan was in place it was clear there had been times where this had been a challenge for the service. In challenging circumstances staff had worked together as a team with agency staff to support the service so that people received care when they needed it.

The provider had made contact details available for staff to access resources to help maintain their wellbeing. We discussed the importance of staff feeling supported to cope with their responses to the pandemic and directed them to the National Wellbeing Hub for people working in Health and Social Care. <https://www.nationalwellbeinghub.scot/>

We found that staff were knowledgeable and were working very hard under challenging circumstances to ensure that they kept the people living at Mossview and themselves safe. The training and access to the latest guidance had an effective and direct impact on their practice.

Areas for improvement

1. To ensure the laundry functions in a safer and more effective way the laundry should be cleaned and decluttered. The design and layout should be assessed and improvements made where possible.

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

5.17 My environment is secure and safe.

5.22 I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

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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Care Inspectorate
Compass House
11 Riverside Drive
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