

Fairview Nursing Home Care Home Service

9 Cowie Road
Bannockburn
Stirling
FK7 8JW

Telephone: 01786 816 111

Type of inspection:
Unannounced

Completed on:
15 March 2021

Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Service no:
CS2011300705

About the service

Fairview Nursing Home is located in the Bannockburn area of Stirling. Sixty people can live there and care is provided for a variety of health needs including dementia. The provider is HC-One Limited.

Accommodation is provided over two floors. There are a number of daily living spaces that includes lounges, dining areas, quiet lounges and a café type room that relatives can also utilise. The home has pleasant gardens for residents to enjoy.

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

We did not speak to any relatives during the inspection process. We saw and exchanged greetings with several people living in the service while being shown round the service.

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
--	----------

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

We carried out an inspection of Fairview Nursing Home using virtual technology on 15 March 2021. This was a follow up to an on-site inspection of the service on 19 November 2020, where we made one requirement and three areas for improvement. These related to practices around medication; maintenance of the environment, staff training, and social distancing.

We spoke with the manager and depute manager using virtual technology and looked at the following evidence:

- MAR sheets, provider based medication audits and spot check of medications
- staff training records in relation to infection prevention and control
- virtual walk round of the service with the deputy manager
- auditing and quality assurance records.

The focus of the inspection was to assess the progress the service had made in these identified areas, which are vital to the support and wellbeing of people experiencing care during the pandemic. Feedback was given to the registered manager at the end of the inspection. We found that the requirement around medication had been met and that two of the three identified areas of improvement had been made with good progress being made on the third. This was leading to improved outcomes for people and ensuring their health and wellbeing needs were met.

We re-graded the service's performance under 7.1 to a 4 from its previous grade of 3.

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

Requirements

Requirement 1

By the 17 December 2020 medication must be managed in a manner that protects the health and wellbeing of service users. In order to achieve this, the provider must: - ensure that all medication is administered as per the instructions of the person authorised to prescribe or discontinue a medicine.

This is in order to comply with SSI 2011/28 Regulation 4 - requirement for records all services must keep, and SCSWIS (Requirements for Care Services) Regulations SSI 2011/201 Regulation 4(1)(a) - requirement for the health and welfare of service users.

This requirement was made on 19 November 2020.

Action taken on previous requirement

The provider evidenced that re-stabilisation of the staff team has led to higher consistency in staffing and correct completion of MAR sheet data.

Medication processes were very regularly audited by the provider, with spot-checks carried out to ensure this was maintained to a good standard.

A spot check carried out during inspection evidenced good procedure was being followed and that people received medication for them as it was prescribed and when they were to receive it. This meant people's medication met their current needs and promoted positive outcomes for their health and wellbeing.

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

The provider should ensure the environment is maintained to allow effective cleaning.

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

This area for improvement was made on 19 November 2020.

Action taken since then

Residents benefit from a warm comfortable homely environment with sufficient space to meet their needs including the need for additional space for safe social distancing. Maintenance work to allow for effective cleaning to promote infection prevention and control was ongoing and action planned. In the meantime enhanced cleaning rotas and protocols are in place in order to ensure residents are safe and the risks of transmission of infection reduced.

Previous area for improvement 2

The service provider should make sure all staff have received all the appropriate training available in the service on infection prevention and control and on the donning, doffing and safe disposal of PPE. The service provider should set target dates for ensuring all staff are trained. In addition refresher training should now be considered.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'I have confidence in people because they are trained, competent and skilled, and are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14) 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 19 November 2020.

Action taken since then

The provider evidenced that all staff had completed an e-learning course on Infection Prevention and Control. This course has been regularly reassigned during the course of the pandemic to ensure staff knowledge in relation to COVID-19 was refreshed at regular intervals. This added to the training already in place within the service ensuring a well-trained staff team with the relevant skills to maintain people's health during the pandemic.

Previous area for improvement 3

The service should promote social distancing within all areas of the home.

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)

This area for improvement was made on 20 August 2020.

Action taken since then

The communal areas of the home, and social activity have been temporarily adapted to enable people to independently move around their home safely and comfortably while requiring to follow social distancing measures. This encouraged people to maintain their mobility and to socialise safely.

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?	4 - Good
7.1 People's health and well being are supported and safeguarded during the COVID-19 pandemic	4 - Good

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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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.