

## Ruthrieston House Care Home Service

199 Broomhill Road  
Aberdeen  
AB10 7LN

Telephone: 01224 358 585

**Type of inspection:**  
Unannounced

**Completed on:**  
15 March 2021

**Service provided by:**  
Aberdeen Association of Social  
Service, a company limited by  
guarantee, trading as VSA

**Service provider number:**  
SP2003000011

**Service no:**  
CS2003000164

## About the service

Ruthrieston House is registered to provide care to a maximum of 40 older people. The home is operated by Aberdeen Association of Social Service, a company limited by guarantee, trading as VSA (Voluntary Service Aberdeen).

The home is situated in a quiet cul-de-sac within a residential area to the south of the city. The home is close to local amenities and served by a regular bus service to the city centre. Accommodation is provided on three floors. All bedrooms are single with en-suite facilities. There are a variety of communal sitting and dining areas. There are facilities within the dining areas for service users and visitors to make their own refreshments.

The service states within its mission statement 'to provide the best care and support to enable our community to fulfil its potential'. Their aim is 'to strive for quality services which are sensitive to people's needs and enhance their quality of life'.

An initial inspection to evaluate how well people were being supported during the COVID-19 pandemic was carried out on 25 November 2020. As a result of the inspection, two requirements and one area for improvement were made.

This inspection was a follow up inspection and was carried out by an inspector from the Care Inspectorate.

## What people told us

We spoke informally with residents during our inspection, everyone expressed that they were happy with the service and were very complimentary of the staff.

Some people were unable to tell us verbally about their experience of living in the home. We spent time observing how staff interacted with them and the impact this had on their well being. Staff were visible in all areas of the service and engaged with people in a friendly and caring way.

## 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**

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

The provider had implemented a robust action plan following our previous inspection. This meant that there was a focus on making necessary improvements to keep people safe during the COVID-19 pandemic and beyond.

We have therefore re-evaluated Infection control practices support a safe environment for both people experiencing care and staff from adequate to good.

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

### Requirements

#### Requirement 1

The provider must ensure that by 11 January 2021, all staff (including domestic and laundry staff are trained, assessed as competent to the prevention and management of an outbreak of COVID-19 and are following and applying all relevant Public Health guidance (COVID-19 information and Guidance for Care Home Settings). In order to achieve this, the provider must ensure that:

- a) there is an ongoing assessment of staff competence and skills in relation to the identified aspects of care and support.
- b) that staff receive training based on the above assessment.
- c) there are effective systems in place to monitor that staff are competent and skilled and where there are indications of poor practice they are recognised, and action is taken promptly to address them.
- d) that accurate training records are maintained which indicate the training events that have been attended.

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

This is in order to comply with Regulations 4(1)(a) and 15 (b)(i) of The Social care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 25 November 2020.

#### Action taken on previous requirement

The provider had been proactive in carrying out additional measures to the requirements and areas for improvement made by us previously. This would further enhance staff practice and compliance, resulting in better outcomes for people living in the accommodation. They advised us that they had applied the improved systems and processes across all of their establishments in order to promote consistency.

An intensive programme of decluttering, cleaning and redecoration of shared areas within the home had taken place, supporting effective cleaning and decontamination and reducing the risk of cross infection of COVID-19 and other harmful bacteria.

Processes were in place that would ensure essential training in relation to COVID-19 was introduced and completed with new staff during their induction, and prior to coming into contact with people who are living within the service.

Electronic systems for tracking attendance at all training was in use and was being reviewed regularly by the manager. From records observed, we saw that staff were compliant with all mandatory training.

Regular audits corresponding with current national guidance were embedded in the daily operations of the service, monitoring the quality of the environment and infection prevention and control compliance. We observed that these systems easily identified and resolved issues quickly.

Staff knowledge and behaviour was regularly monitored to ensure consistency with current guidance. Senior staff carried out regular sampling of knowledge and compliance in regard to the use of personal protective equipment and infection control. Where improvement was required this was addressed at the time, with further support and guidance being managed through staff support and supervision where necessary.

Staff were observed to be practicing confidently and in line with current guidance for infection control, when we spoke with staff they demonstrated good understanding of current guidance and a commitment to practicing safely.

As a result of these improvements, people's general wellbeing would be more likely to be enhanced as they experience an environment that is well looked after, with clean, tidy and well maintained premises, furnishings and equipment.

## Met - within timescales

### Requirement 2

The provider, by 11 January 2021, must ensure that there are safe systems of work in place for the management of waste, laundry and personal protective equipment, furthermore, all staff should be assessed as competent in using these systems.

**This is in order to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My environment is secure and safe." (HSCS 5.17);**

**This is in order to comply with Regulation 4 (1)(d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SII 2011/ 210).**

**This requirement was made on 25 November 2020.**

### Action taken on previous requirement

The provider had completed an intensive clean of the laundry room and carried out improvement work to the environment, including the purchase of new fixtures and fittings that would support the safe management of potentially infected linen.

Safe systems of work were introduced and laundry staff were observed to be adhering to guidance. A further person was employed to ensure that operation of management of laundry was managed more efficiently. As a result, potentially infected linen would be dealt with quickly, significantly reducing the risk of cross infection to people living and working within the home.

All bathrooms contained bins for both clinical and general waste and we observed that waste was being disposed of appropriately. Personal protective equipment was being stored appropriately ensuring that there would be no cross contamination. As a result of these improvements, people could be more confident that they were receiving care and support that would reduce the risk of them coming into contact with harmful bacteria.

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 that staff are able to demonstrate an awareness of current guidance around the repurposing of medication, and that supplies of medication are adequate to manage symptom relief and comfort, with appropriate systems in place for review of medication requirements and stock.

This is in order to ensure care and support is consistent with the Health and Social Care Standard which states that: "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 25 November 2020.

#### Action taken since then

The provider had carried out awareness sessions of current guidance with those staff who are responsible for the management and administration of medication.

Staff were able to demonstrate essential information regarding the purpose, process and benefits to individuals of the repurposing of medication.

Documentation that was suitable to the particular needs of the service was being designed with a view to implementing it within other homes in the organisation.

Supplies of medication were sufficient to ensure the management of symptom relief for people receiving care and support.

### 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	4 - Good
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	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](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.