

Bankhouse Care Home Service

62-64 Abbey Green
Lesmahagow
Lanark
ML11 0EF

Telephone: 01555 894 875

Type of inspection:
Unannounced

Completed on:
30 March 2021

Service provided by:
MHA Auchlochan

Service provider number:
SP2008010194

Service no:
CS2008192920

About the service

Bankhouse Care Home is situated in the village of Lesmahagow and is operated by MHA (Methodist Housing Association) Auchlochan. The service is set on a main bus route and is close to a range of local amenities including local shops.

The service is registered to provide care for up to 49 older people. This includes two places for adults aged over 50 years and two respite places.

The service has a mix of accommodation available from en-suite rooms to bed-sit style accommodation with kitchen areas for people to make snacks and drinks.

There are communal areas within the building for residents to access as well as a dining area for meals. Lifts were available between floors and there is a secure courtyard garden available for residents to access the outdoors.

Three inspectors visited the service for one day on 30 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 areas for improvement made at the COVID-19 focused inspection on 3 March 2021. This report should be read in conjunction with it.

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 carried out an inspection of the service on 3 March 2021 and made four requirements and two areas for improvement. We completed a further visit to the home on 30 March 2021 to follow-up on progress made in relation to health records, infection prevention and control practice and reviews.

We have reported on our findings under the following sections:

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

'What the service has done to meet any areas for improvement we made at or since the last inspection.'

The service met three requirements that were due by 29 March 2021. The requirement for care plans due by 30 June 2021 remains.

The service met one area for improvement and the other remains.

We made one further area for improvement for repositioning charts and medication recording which is detailed below.

We reviewed the grades for the service in recognition of the improvements that have been made. As a result, the grades for 7.2 and 7.3 were moved up.

Areas for improvement

1. In order to keep people safe and address any health needs they have, the provider must ensure that repositioning charts and as required medication notes are completed accurately.

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

"I am assessed by a qualified person, who involves other people and professionals as required."

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

Requirements

Requirement 1

In order that people receive care which is suitable for them, the provider must ensure that care plans reflect their individual needs and preferences.

By 30 June 2021 the provider must ensure:

That care plans contain key information about individual choices, preferences and how needs will be met. This should include COVID-19 and anticipatory care plans reflecting decisions about end of life care.

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

"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." (HSCS 1.15)

and

"My future care and support needs are anticipated as part of my assessment." (HSCS 1.14)

This is also in order to comply with Regulation 4 (1) (a)

"A provider must make proper provision for the health, welfare and safety of service users" of

The Social Care and Social Work Improvement Scotland (Requirement of Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 3 March 2021.

Action taken on previous requirement

The service had commenced work on the support plans and we could see progress had been made. The timescale to meet this requirement is 30 June 2021 therefore we did not fully assess progress at this inspection visit.

Not assessed at this inspection

Requirement 2

In order to keep people safe and address any health needs they have, the provider must ensure that health records are fully completed and have a clear note of any actions taken.

By 29 March 2021 the provider must ensure that:

Health records including those for medication, food / fluid intake and skin care are fully completed and that there is a clear record of actions taken including contact with health professionals and outcomes.

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

"I am assessed by a qualified person, who involves other people and professionals as required." (HSCS 1.13) 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)

This is also in order to comply with Regulation 4 (1) (a)

"A provider must make proper provision for the health, welfare and safety of service users" of

The Social Care and Social Work Improvement Scotland (Requirement of Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 3 March 2021.

Action taken on previous requirement

Staff training had taken place to support improvements in health recording.

We found food, fluid and skin care charts were well completed. There was also evidence of daily analysis of people's progress and actions taken to keep people safe and well.

Communication between staff, the management team, relatives and external professionals was also evident and we were reassured people were getting the right help.

The management team demonstrated an effective audit system which showed they had a good oversight of resident's needs and ensured actions were taken when needed.

However, we found some gaps in repositioning charts and incomplete outcome information for as required medication which we made an area for improvement.

Met - within timescales

Requirement 3

To ensure that people experience care and support in an environment that is safe and meets necessary infection prevention and control standards.

By 29 March 2021 the provider must ensure that:

The environment is clean and maintained. This includes regular cleaning of carpets, flooring, doors, surfaces and walls.

All care equipment is clean and safe for use. This includes but is not limited to all mattresses, chairs, cushions and tables, inner surface of mattress and chairs, and undersides of equipment and tables.

There is a reliable system in place to provide assurance that all resident care equipment and the environment is clean and intact.

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

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

In order to comply with Regulation 4 (1) (d)

"A provider must have appropriate procedures for the prevention and control of infection" of

The Social Care and Social Work Improvement Scotland (Requirement of Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 3 March 2021.

Action taken on previous requirement

Enhanced cleaning schedules were 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 areas of the home were visibly cleaner and we found no evidence of contaminated equipment including mattresses, tables and chairs.

PPE stations were stocked with the correct items and the management team were carrying out regular audits and spot checks to ensure high standards of cleanliness were sustained. Overall, this meant that people experienced a cleaner environment and a reduction in the risk of infection within the home.

Met - within timescales

Requirement 4

To ensure that people experience safe care and support from staff who adhere to the necessary infection prevention and control standards.

By 29 March 2021 the provider must ensure that:

The most up to date and relevant guidance, particularly around infection prevention and control is accessible to all staff. Staff receive training, development and practice observations to maintain safe care.

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

"I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11)

This is in order to comply with Regulation 4 (1) (d)

"A provider must have appropriate procedures for the prevention and control of infection" of

The Social Care and Social Work Improvement Scotland (Requirement of Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 3 March 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 when we asked them about it.

The management team had recommenced observations and spot checks to ensure all staff were adhering to infection prevention and control guidance and we noted significant improvement in practice throughout the home.

We also found a range of guidance available to staff and ongoing work to ensure infection risk was minimised for residents and staff.

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 reviews are carried out a minimum of every six months. This ensures care and support is consistent with the Health and Social Care Standards, which state: "I am fully involved in developing and reviewing my personal plan, which is always available to me" (HSCS 2.17).

This area for improvement was made on 18 December 2019.

Action taken since then

Reviews had been undertaken for all residents within the home. These were carried out by telephone with relatives and in person with the residents and we could see evidence of goals and outcomes people were working towards. Due to this progress we met this area for improvement.

Previous area for improvement 2

The provider should give consideration to undertaking some refurbishment work at the home to ensure premises are adequately maintained. This ensures 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 3 March 2021.

Action taken since then

We were advised by the management team that this work has been approved by the provider and should take place over the next 12 months. As the work has not been undertaken to date, this area for improvement remains in place.

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	4 - Good

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