

Buccleuch Care Centre Care Home Service

Bright Street
Hawick
TD9 0JF

Telephone: 01450 373 984

Type of inspection:
Unannounced

Completed on:
24 March 2021

Service provided by:
St Philips Care Limited

Service provider number:
SP2003003516

Service no:
CS2003047709

About the service

Buccleuch Care Centre is registered to provide a care service for up to 53 older people. The service is owned and managed by St Philips Care Limited.

Buccleuch Care Centre is situated in a residential area of Hawick, close to bus routes and local shopping areas. The service consists of two traditional buildings; Buccleuch House can accommodate up to 21 people and St. Margaret's House 32 people. Both buildings have two floors and provide accommodation for people in single bedrooms. There are communal sitting rooms and dining rooms in each building and gardens surround the centre.

The service's mission statement is:

To provide a quality service that meets the needs of the whole person by promoting independence and carefully monitoring a safe environment.

This was a focused inspection to evaluate how well people were being supported during the COVID-19 pandemic. This inspection was carried out specifically to follow up on the two requirements and one area for improvement made in the inspection report dated 25 January 2021.

This inspection was carried out by two inspectors from the Care Inspectorate. We made an unannounced visit on the 24 March 2021.

What people told us

At the time of our visit to the service there were 45 people living in the service. During our time in the home, we spoke with 28 people and observed interactions between people living in the home and staff.

Some people were unable to verbalise their views, however from our observations people were happy and well cared for. People were supported to spend time in a meaningful way. Visiting was taking place in line with guidelines and was seen to have a positive outcome on people's wellbeing. For those that could give verbal feedback we were told:

"We are well looked after here, can't fault it"

"Girls helped me to settle in"

"They are looking after me well"

"The staff are kind".

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 on 24 March to follow up on the two requirements and one area for improvement made at our previous inspection of 25 January. These related to infection prevention and control.

This led us to re-evaluate from "Weak" to "Adequate" Key Question 7 - How good is our care and support during the COVID-19 pandemic? See the section about meeting requirements for more information.

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

Requirements

Requirement 1

People experiencing care should be kept as safe as possible from infection. Safe infection prevention and control practices must always be followed.

In order to achieve this, by 22 February 2021, the provider must:

- a) improve communication between staff and management in relation to infection prevention and control
- b) ensure staff know and understand best infection prevention practice
- c) ensure the environment, including "staff only" areas remain free from clutter
- d) regularly monitor staff practice to ensure that Health Protection Scotland infection control guidance is followed at all times and take effective action where it is not.

This is consistent with 4.23 "I use a service and organisation that are well led and managed" and 4.27 "I experience high quality care and support because people have the necessary information and resources"(Health and Social Care Standards).

This is to comply with Regulation 4(1)(a) and (d) (welfare of users and procedures for the prevention and control of infection) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 9 February 2021.

Action taken on previous requirement

PPE supplies were good and available for staff throughout the home. Staff had been trained in infection prevention and control, and this learning was evident in their practice.

There were good levels of cleanliness throughout the home and clutter had been reduced.

The communal areas around the home had been adapted for the purposes of social distancing.

We found significant improvements had been made around infection prevention and control. This was supported and maintained by effective management and quality assurance processes.

People experiencing care were being kept as safe as possible from cross infection.

Met - within timescales

Requirement 2

The fabrics, furnishings and equipment must be clean to decrease the risk of infection for people experiencing care. In order to achieve this, by 22 February 2021, the provider must:

- a) Establish systems whereby all mattresses and pressure relief cushions are checked thoroughly on a regular basis
- b) Ensure where mattresses and pressure relief cushions are assessed as needed and are found damaged they are replaced.

This is consistent with 5.22 "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (Health and Social Care Standards).

This is to comply with Regulation 4(1)(a) and (d) (welfare of users and procedures for the prevention and control of infection) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 9 February 2021.

Action taken on previous requirement

All mattresses and pressure relieving cushions had been checked. Damaged equipment had been disposed of and replacements purchased.

Systems for regularly checking all mattresses and pressure relief cushions had been established and staff had been trained in how to complete these checks thoroughly. This was monitored by management.

The risk of infection for people experiencing care was being managed appropriately.

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**

To make sure people are cared for appropriately any equipment to support care should be used correctly. In order to achieve this the provider should ensure that when airflow mattresses are assessed as needed there is an effective system in place to ensure that they are maintained at the correct setting.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state: "Any treatment or intervention that I experience is safe and effective" (HSCS 1.24).

This area for improvement was made on 9 February 2021.

Action taken since then

Staff had received training in the use of airflow mattresses. Where used, settings were checked daily to ensure the correct setting which enabled the mattresses to be effectively used. This was monitored by management.

We were satisfied this AFI had been met.

Previous area for improvement 2

The service should review the management of the usage and recording of prescribed topical preparations to make sure that residents are given the correct creams and that there is sufficient guidance for staff to apply these correctly.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state: "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

This area for improvement was made on 18 July 2019.

Action taken since then

The service submitted an action plan stating that they had now actioned this area for improvement.

As this was a focused COVID-19 inspection this area was not assessed at this inspection.

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	3 - Adequate

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