

## Rosaburn House Care Home Service

Rosaburn Avenue  
East Kilbride  
Glasgow  
G75 9DE

Telephone: 01355 598 390

**Type of inspection:**  
Unannounced

**Completed on:**  
23 April 2021

**Service provided by:**  
Northcare (Scotland) Ltd

**Service provider number:**  
SP2003002314

**Service no:**  
CS2006115094

## About the service

Rosaburn House is a care home registered for 66 older people in a residential area of East Kilbride. It is owned and managed by Northcare (Scotland) Limited.

The care home is a purpose-built care home, comprising four wings, on two storeys, each wing having a spacious lounge and dining area. All bedrooms are single, with en-suite facilities, and there are balconies on the upper floors, which overlook attractively laid out, secure gardens.

The service's stated Aims and Objectives are to provide care, in a safe and secure environment, where service users are supported to achieve independence, enabled to make choices and encouraged to work in partnership with staff to maximise their quality of life.

At the time of the inspection there were 63 people using the service.

We carried out an unannounced inspection visit on 9 April 2021 with Healthcare Improvement Scotland in response to a complaint. This was a focused follow up inspection to evaluate how well infection prevention and control was being managed 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. During this visit we assessed infection prevention and control practices as weak.

We carried out a follow up inspection on 19 April 2021 and following this we issued a letter of serious concern, detailing immediate action the service was required to take.

We returned to the service on 23 April 2021 to follow up on the letter of serious concern, and to complete the inspection. The inspection started at 13:00 on 19 April 2021 and finished at 13:00 on 23 April 2021. We gave the director feedback prior to leaving the care home on 23 April 2021.

This inspection was carried out by inspectors from the Care Inspectorate.

## What people told us

This was a focused follow up inspection to evaluate how well infection prevention and control was being managed during the COVID-19 pandemic. People we met and spoke with during our visit told us they were well. They appeared relaxed and comfortable and some were enjoying time in the garden.

## 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**

At our follow up visit on 19 April 2021, we were not satisfied that the required improvements had been made. Some equipment such as hoists and bedrail covers, had not been effectively cleaned. Some equipment, for example toilet seats and armchairs, was too damaged to be cleaned and required to be replaced.

We issued the provider with a letter of serious concern, detailing the improvements required and returned to the service on 23 April 2021. At this visit we were satisfied that the improvements required had been made, meaning people were being adequately protected from the risk of infection.

Please see action taken on outstanding requirement for more detail.

As a result of these improvements the service has been evaluated as adequate.

**Areas for improvement**

1. In order to support good outcomes for people experiencing care, all staff providing direct care should be reminded of their responsibility for leaving people's rooms in a clean and hygienic state. Monitoring systems should be in place to ensure people can safely and comfortably use their rooms throughout the day.

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

### Requirements

#### Requirement 1

People should feel confident they are living in a clean and safe environment. Measures must be introduced to reduce the avoidable risk of transmission and infection of COVID-19.

In order to ensure good outcomes for people experiencing care, the provider must, by 18 April 2021, ensure the care home environment is clean and infection prevention and control measures are improved. In order to achieve this, you must ensure:

- a) Decontamination of reusable care equipment must be carried out between each use and/or after any body fluid contamination. Reliable audit systems should be in place to provide assurance that all care equipment and mattresses are clean and fit for use.
- b) Care cleaning schedules must be in place. They must be monitored, signed and up to date for daily cleaning of people's rooms, deep cleaning of people's rooms and frequently touched areas, using appropriate cleaning solutions.
- c) PPE and alcohol based hand rub must be available/accessible for staff in resident areas, including isolation rooms, to ensure staff can safely change PPE and sanitise their hands when moving between resident rooms and other areas of the home. This must be carried out after leaving rooms where residents are in isolation to prevent cross infection.
- d) The provider must overhaul their quality assurance systems to verify that staff are appropriately trained and that all required infection control procedures linked to COVID-19 are fully in place and implemented in accordance with good practice, provider guidance and Scottish Government directives.

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 is to comply with National Infection Prevention and Control Manual (NHS National Services Scotland), chapter 1 – standard – infection control precautions – SICPS – and – HPS Care Home guidance.

**This requirement was made on 9 April 2021.**

#### Action taken on previous requirement

On our visit of 19 April 2021 we found this requirement had not been met. We returned on 23 April 2021 and at this point we were satisfied that the improvements required had been carried out.

Reusable care equipment was being cleaned between each use. Cleaning schedules had been attached to equipment and had been signed off by staff. Audit systems had been put in place by management to check this was carried out effectively. The provider had purchased new mattresses, shower chairs, bedding and other equipment following our visit. This, as well as the imminent planned refurbishment, will reduce the risk of the transmission of infection.

Care cleaning schedules were in place. Housekeeping staff could explain the schedules and how they were monitored. Appropriate cleaning solutions were being used, promoting a safe environment.

PPE and alcohol based hand rub (ABHR) was available and easily accessible for staff in resident areas, including isolation rooms. We observed good hand hygiene practice. Staff were now carrying ABHR meaning it was always accessible to them.

Quality assurance systems were being improved and put in place to verify that staff are appropriately trained and that all required infection control procedures linked to COVID-19 are implemented.

### Met - outwith timescales

#### Requirement 2

This requirement was made in a letter of serious concern issued to the provider on 20 April 2021.

Equipment in use was dirty and unable to be effectively cleaned.

Due to the severity of the concern you, the provider, must take the following action by 09:00 on 23 April 2021:

1. Ensure all equipment in the care home is clean to keep people safe from the risk of infection and cross infection.

The Health and Social Care Standards (HSCS) have been taken account of in making this requirement. In particular, HSCS 5.22 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.'

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

**This requirement was made on 20 April 2021.**

#### Action taken on previous requirement

We were satisfied that equipment was being effectively cleaned and that cleaning was being monitored. Checklists were in place and staff understood what was required of them.

### Met - within timescales

#### Requirement 3

This requirement was made in a letter of serious concern issued to the provider on 20 April 2021.

2. There is evidence that all equipment which is stained and/or damaged, and cannot be cleaned, will be replaced promptly.

The Health and Social Care Standards (HSCS) have been taken account of in making this requirement. In particular, HSCS 5.22 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.'

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

**This requirement was made on 20 April 2021.**

### Action taken on previous requirement

On our return visits to the service we saw that the provider had replaced a good deal of the equipment. There are firm plans in place to fully renovate the service. We were satisfied with the provider's responsive action.

**Met - within timescales**

## 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?	3 - Adequate
7.2 Infection control practices support a safe environment for people experiencing care and staff	3 - Adequate

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