

Chester Park Care Home Care Home Service

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Type of inspection:
Unannounced

Completed on:
10 June 2021

Service provided by:
Oakminster Healthcare Ltd

Service provider number:
SP2003002359

Service no:
CS2003010457

About the service

Chester Park is a care home for older people and is registered for a maximum of 101 places of which 10 may be for respite/short break places. The service provider is Oakminster Healthcare Limited. There were 59 people using the service at the time of this inspection. Chester Park is a large three storey building, located in the Kinning Park area of Glasgow.

The service is close to local amenities and transport links. The care home is divided into five separate units. The units are known as Kelvingrove, Clydeview, Afton Court, McFarlane and Upper Clyde. Each unit is spread out over two or three corridors with bedrooms, lounge, dining room and communal toilets and bathrooms. McFarlane unit is used for intermediate care which supports people who have been discharged from hospital and are undergoing a period of rehabilitation prior to their discharge home or to another care setting.

People who use the service have access to a vibrant cafe area, hairdressers, large conservatory, courtyard and enclosed garden area. There is a car park to the side of the care home.

Chester Park's aim is to: "sustain and enable independence with positive outcomes for the people who live with us".

This was an unannounced focused follow-up inspection to evaluate how well people were being supported during the COVID-19 pandemic. Please see previous related inspection report 18 May 2021.

The inspection was carried out by inspectors from the Care Inspectorate. We evaluated the service based on key areas that are vital to the support and wellbeing of people experiencing care during the pandemic.

What people told us

We observed warm, caring interactions between staff working within the service and people living there. We spoke with residents who confirmed they felt safe and well cared for. Comments included:

"The staff are great, they would get me anything I asked for."

"It's still good here, the girls would do anything for you."

"I would be happier at home but I feel content and safe here ."

We did not have the opportunity to speak with carers or family members.

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

Requirements

Requirement 1

By 8 June 2021, the provider must ensure that consistent standards of infection prevention and control, and cleanliness of the home and equipment used by people experiencing care are maintained. To do this the provider must:

- a. Ensure that the decontamination of equipment used by people experiencing care is undertaken at regular pre-defined intervals as part of schedule of cleaning, after use and after contamination.
- b. Implement and use quality assurance processes for infection prevention and control, including regular environmental cleanliness audits, cleanliness audits for equipment used by people experiencing care and regular observations of staff practice. This is to ensure that all care equipment and the environment are clean, safe, and intact. The quality assurance process must follow the latest available Scottish Government guidance and best practice guidelines.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.22) and 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This is to comply with Regulation 4 (1)(a) of The Social Care and Social Work

This requirement was made on 18 May 2021.

Action taken on previous requirement

We were pleased to find that schedules and audits for the cleaning of fixtures and fittings, care equipment, mattresses and chair cushions had been developed and had recently been incorporated into practice. This included a management walk round of the service, and direct observations of housekeeping and care staff practice. The findings of these direct observations and daily walk rounds, had helped the management team to identify and prioritise areas of staff practice that needed addressed. To further enhance this, housekeeping staff for each unit had been supported to share good practice and ensure greater consistency.

The service had also recently had the input of a newly appointed organisational Quality Manager and early indicators were that this would support robust assessment and auditing of cleaning and maintenance practices in the home.

There was also evidence that a refurbishment programme had began targeting areas of the home, in particular shower rooms, to make them more suitable for residents use and easier to clean and maintain.

The improvements made by the service, means that people living in the home will experience an environment that is safe, clean and well maintained.

The above findings demonstrate that the requirement has been met.

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 service should ensure that following someone's assessed needs that the appropriate plan of care is put in place and evaluated.

This ensures that care and support is consistent with the Health and Social Care Standards, 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)

This area for improvement was made on 18 May 2021.

Action taken since then

Some progress had been made in identifying training and learning opportunities for staff to help improve care plan recording. However, there were inconsistencies observed across care plans and further work is required to meet this area for improvement. This will be reviewed at the next inspection.

Previous area for improvement 2

The service should review how they plan and deliver their activity programme. This is to ensure that a varied and meaningful programme is available to residents and that all residents of all abilities are given opportunities to fulfil any wishes and aspirations.

This ensures that care and support is consistent with the Health and Social Care Standards, which state that: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day both indoors and outdoors.' (HSCS 1.25)

This area for improvement was made on 18 May 2021.

Action taken since then

Activity coordinators within the home confirmed some progress had been made towards supporting one-to-one opportunities across the units for people who preferred this style of activity. However, this remained limited and could only be offered when the activity coordinators were working. Further work is required to ensure activities are offered in the evening and at weekends and that the home takes a holistic approach to delivering these. This will be reviewed at the next inspection.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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