

Monkbarns Care Home Service

14 Monkbarns Drive
Arbroath
DD11 2DS

Telephone: 01241 871 713

Type of inspection:
Unannounced

Completed on:
9 June 2021

Service provided by:
Balhousie Care Limited

Service provider number:
SP2010011109

Service no:
CS2010272058

About the service

Monkbarns Care Home is operated by Balhousie Care Ltd and is registered to provide care to older people.

The service is registered to provide a care service to a maximum of 67 service users. The service is located in the Angus town of Arbroath. This service has been registered since 01 October 2010.

Accommodation is over two floors and is accessible in design. The service has a dedicated hair salon and café area. All bedrooms have ensuite facilities, most are single occupancy but the service does have provision for twin occupancy should a request be made.

The service brochure says: 'Balhousie Monkbarns offers a safe and supported continuation of the lifestyle you have been used to enjoying, and we welcome and encourage visitors.'

This was a focused inspection to evaluate how well people were being supported 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.

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

What people told us

We spoke to a number of relatives who contacted us prior to this inspection. We also used an inspection volunteer to help us obtain feedback from people during this inspection.

We also spoke informally with residents during our visit. People told us:

- 'Staff have been very good at calling when my relative is unwell or has fallen.'
- 'The majority of staff have tried very hard.' (During the pandemic).
- 'During visits I have noticed my relative's nails are not always very clean.'
- 'Good two-way communication.'
- 'My relative has engaged with afternoon activities.... they enjoy the company of others at Monkbarns.'
- 'Communication has been fair.'
- 'Communication has never been an issue.'
- 'No concerns about visiting arrangements.'
- 'I am aware of activities through the Facebook page.'
- 'I feel there is a lack of oversight from senior staff. Improvements made are not sustained.'
- 'I don't think actions we agree are followed through by staff.'
- 'Staff are always welcoming.'
- 'We are well looked after.'

How good is our care and support during the COVID-19 pandemic?

At our previous inspection which concluded on 14 May 2021, we made the following requirement:

By 28 May 2021, the Provider must ensure that people experience care in an environment that is safe, well maintained and minimises the risk of infection.

In order to achieve this the provider must:

- a) Ensure that the premises, furnishings and equipment are clean, tidy, and well-maintained.
- b) Ensure that processes such as enhanced cleaning schedules and regular quality assurance checks are in place and effective to ensure that the environment is consistently safe and well-maintained.
- c) Ensure that safe infection control practices are adhered to by all staff at all times.
- d) Ensure that clinical waste is stored safely and disposed of in a manner which takes account of the most up-to-date guidance from Health Protection Scotland.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that: 'My environment is secure and safe.' (HSCS 5.17) and 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment.' (HSCS 5.22).

Regulations 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 had not been met and we have agreed to extend the timescale so that further action can be taken to ensure a sustained improvement in this area. **(See Requirement 1).**

Requirements

1. By 30 June 2021, the Provider must ensure that people experience care in an environment that is safe, well maintained and minimises the risk of infection.

In order to achieve this the provider must:

- a) Ensure that the premises, furnishings and equipment are clean, tidy, and well-maintained.
- b) Ensure that processes such as enhanced cleaning schedules and regular quality assurance checks are in place and effective to ensure that the environment is consistently safe and well-maintained.
- c) Ensure that safe infection control practices are adhered to by all staff at all times.
- d) Ensure that clinical waste is stored safely and disposed of in a manner which takes account of the most up-to-date guidance from Health Protection Scotland.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that: 'My environment is secure and safe.' (HSCS 5.17) and 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment.' (HSCS 5.22).

Regulations 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).

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

Requirements

Requirement 1

By 28 May 2021, the Provider must ensure that people experiencing care have the opportunity for family visitors. In order to achieve this the Provider must:

- a) Establish and implement a new visitor's policy to ensure that practice is in line with Scottish best practice.
- b) Develop a risk management strategy to support visits from people who have an exemption form wearing a face covering in line with best practice.
- c) Ensure families are informed promptly about the change to policy and practice. This must include the information included on your website.
- d) Ensure that every staff member is clear about their role and responsibility.
- e) Submit the new policy and practice guidance to the Care Inspectorate, no later than 28 May 2021.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that: 'I am supported to manage my relationships with my family, friends or partner in a way that suits my wellbeing.' (HSCS 2.18), 'I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty. (HSCS 3.18) and 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

Regulations 3 - (Principles) and 4(1)(a) - (Welfare of Users) of the Social Care and Social Work, Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Taking into account Scottish Government guidance "Open with Care" (Scottish Government, 2021).

This requirement was made on 14 May 2021.

Action taken on previous requirement

A new visitor's policy had been developed that reflected the current guidance in Scotland to support visiting and contact with families. The management team will continue to assess opportunities in line with the guidance whilst adhering to any local restrictions in the area.

Families we spoke to were aware of the change to visiting arrangements and described progress. We observed families visiting during our visit.

Roles and responsibilities had been highlighted at team meetings however the managers agreed that there would be regular opportunities to discuss roles and responsibilities with staff. Staff we spoke to were clear about their roles.

Met - within timescales

Requirement 2

By 28 May 2021, the Provider must ensure that people experience care in an environment that is safe, well-maintained and minimises the risk of infection.

In order to achieve this the provider must:

- a) Ensure that the premises, furnishings and equipment are clean, tidy, and well-maintained.
- b) Ensure that processes such as enhanced cleaning schedules and regular quality assurance checks are in place and effective to ensure that the environment is consistently safe and well-maintained.
- c) Ensure that safe infection control practices are adhered to by all staff at all times.
- d) Ensure that clinical waste is stored safely and disposed of in a manner which takes account of the most up-to-date guidance from Health Protection Scotland.

This is to ensure that care and support is consistent with the Health and Social Care Standards, 'My environment is secure and safe.' (HSCS 5.17) and 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment.' (HSCS 5.22).

Regulations 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 14 May 2021.

Action taken on previous requirement

We were concerned that some areas of the service still required improvements in relation to infection prevention and control practices. Although we saw that there had been good progress made in this area there were still some areas of the home and items of equipment had not been cleaned properly or required to be replaced, this increased the risk of infection. Further improvement was needed to achieve an environment that consistently promotes the health and welfare of people and to evidence robust quality assurance processes.

The management team had developed further cleaning schedules for each shift and planned to use this to help ensure a sustained improvement in the standard of cleanliness across all areas of the environment.

This requirement will be restated.

Not met

Requirement 3

By 28 May 2021, the Provider must mitigate the risk of people experiencing care not being appropriately protected because there was inadequate cleaning of equipment.

In order to achieve this the Provider must:

- a) Ensure regular, robust audits of all mattresses are carried out and any found to be contaminated are replaced immediately.
- b) Ensure regular audits of the equipment used by people and cleaning records ensure good standards of cleanliness in the home and of the equipment used by people are sustained.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that: 'My environment is secure and safe.' (HSCS 5.17) and 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment. (HSCS 5.22).

Regulations 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 14 June 2021.

Action taken on previous requirement

During our last inspection a full audit of all mattresses had been completed. Damaged mattresses had been replaced and additional stock ordered to help ensure mattresses could be replaced as necessary.

Staff described the monthly removal and laundering of all mattress covers as well as as required. Daily visual checks were completed by staff and recorded.

Our own audit of mattresses during this inspection was satisfactory.

As reported above, the cleanliness and the oversight or audit of this still needed to improve. This is included in the previous requirement which will be restated.

Not met

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 review activity provision and choice to ensure that it meets the needs of all individuals.

This is to ensure 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) and 'I can maintain and develop my interests, activities and what matters to me in the way that I like. (HSCS 2.22).

This area for improvement was made on 14 May 2021.

Action taken since then

We did not fully assess this area for improvement during this inspection and will review at a future inspection.

Previous area for improvement 2

The Provider should ensure that care plan and associated documentation is used in a way that reflects and promotes people's wellbeing.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, which state that: 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.' (HSCS 1.23).

This area for improvement was made on 14 May 2021.

Action taken since then

We did not review this area for improvement 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.

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