

Thornwood Hall Care Home Service

155 Camphill Road
Langside
Glasgow
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Telephone: 01416 321 234

Type of inspection:
Unannounced

Completed on:
2 June 2021

Service provided by:
Burnside Care Homes Ltd.

Service provider number:
SP2006008288

Service no:
CS2006130634

About the service

Thornwood Hall is a small care home owned by Burnside Care Homes Ltd. The service is situated in the Langside area of Glasgow. The home is a large villa with a ground floor extension. It is surrounded by mature gardens with access to an attractive enclosed patio area.

The accommodation is over two floors with the upstairs being accessed by a stairlift. Bedrooms are located on both levels. To the front of the house, there is a formal dining room and lounge with another dining area and a communal lounge to the rear of the house.

Although the service is registered to provide care for 23 older people, some of whom may be living with dementia, there are currently 18 single occupancy bedrooms in the home. At the time of the inspection, there were 10 people using the service.

The service aims to promote positive relationships between residents, relatives, staff, management, and other key stakeholders.

This was a focused follow-up unannounced inspection to evaluate how well people were being supported during the COVID-19 pandemic, and to check progress with the findings of the previous inspection carried out on 5 May 2021.

It was carried out by two 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 did not speak with any relatives or carers during this visit.

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

Progress had been made to improve infection control practices and outstanding requirement two, made by us in relation to this, has been met.

We have therefore re-evaluated the service from weak to adequate in relation to:

7.2 Infection control practices support a safe environment for both people experiencing care and staff.

See the following section - What the service has done to meet any requirements we made at or since the last inspection.

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

Requirements

Requirement 1

By 25 May 2021, the provider must ensure that there are sufficient staff consistently rostered to keep people safe and meet their health and care needs. To achieve this, the provider must ensure:

- a. That there are sufficient qualified staff on each shift to fully meet people's health and care needs.
- b. That there is domestic staff rostered each day to maintain a high standard of cleanliness.
- c. That staffing is regularly evaluated to demonstrate that it is responsive to people's changing needs.

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

"My needs are met by the right number of people." (HSCS 3.15)

"My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected." (HSCS 1.23)

This is to comply with Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 19 May 2021.

Action taken on previous requirement

People experiencing care should have their needs met by the right number of people.

During our visit, we noted that there were sufficient staff on duty to meet the needs of people experiencing care. The service had increased the provision of daily domestic staff cover and further recruitment was planned. This had a positive impact and provided assurance that people were living within a clean and hygienic environment.

However, we remained concerned about the skills mix of staff during some shifts. The service was actively recruiting staff and we provided further guidance on the importance of prioritising this, including timescales.

It was evident that work in relation to this requirement had been progressed since the previous inspection. However, the desired outcomes in relation to there being sufficient qualified staff on each shift to fully meet people's health and care needs had not been fully achieved.

We have, therefore, amended the timescale for this requirement to 18 June 2021 and will be in contact with the manager meantime to monitor progress.

Not met

Requirement 2

By 25 May 2021, the provider must ensure that acceptable standards of infection prevention and control, and the 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 between each use, after body fluid contamination and at regular pre-defined intervals as part of a schedule of cleaning.
- 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 (HSCS) which state:

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

"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 Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 19 May 2021.

Action taken on previous requirement

People should live in an environment that is well looked after with clean, tidy, and well-maintained premises, furnishings and equipment.

We saw that the home was clean and that an enhanced cleaning schedule had been introduced to monitor this. This now enabled clearer comments to be recorded by staff on the outcome of their checks of all care equipment and furnishings.

We saw evidence that quality assurance processes for infection prevention and control had been developed and that staff practice observations had continued.

We found that the management of the home had responded positively to the required improvements and progress was evident. There had been significant improvements in cleanliness within the home, helped by increased management oversight and improved quality assurance systems.

We were satisfied that these processes should ensure acceptable standards of infection prevention and control, and provide assurance that people were living within a clean and hygienic environment.

Based on the above findings, the requirement is met.

Met - within timescales

Requirement 3

By 25 May 2021, the provider must ensure that acceptable standards of infection prevention and control are in place for the safe management of linen. To do this, the provider must:

- a. Ensure that the laundry room is in a good state of repair and fit for purpose.
- b. Review the arrangements for accessing the laundry to reduce the risk of infection and cross infection.
- c. Implement and use quality assurance processes for infection prevention and control and the safe management of linen. 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 (HSCS) which state:

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

"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 Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 19 May 2021.

Action taken on previous requirement

People should live in an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment.

We found that the management of laundry had been reviewed and now matched best practice guidance. Clean linen was now being stored in a separate room and sealed containers were being used to contain contaminated linen. The laundry room was now free from clutter.

We saw that some maintenance work of the laundry setting had been undertaken and a refurbishment plan created. The access to the laundry area was to be altered to avoid passing through the kitchen, as part of the plan, but staff temporarily used another access meantime. The renovation work involved in the plan was due to commence on 14 June 2021.

It was evident that work in relation to this requirement had been progressed since the previous inspection, however, the desired outcomes in relation to the laundry room being in a good state of repair and fit for purpose had not been fully achieved.

We have, therefore, amended the timescale for this requirement to 28 June 2021 and will be in contact with the manager meantime to monitor progress.

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

Whenever staff share information about residents, they should ensure that they observe the individual's privacy and confidentiality. This can be done by making sure that any handover meetings are only shared and heard by the relevant staff for whom they are meant.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: "I benefit from organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected." (HSCS 4.18)

This area for improvement was made on 20 December 2019.

Action taken since then

This was a focussed COVID-19 follow up inspection. This area was not assessed at this inspection.

Previous area for improvement 2

Where the service stocks and administers homely remedies, this should be done in line with good practice to ensure safety for the residents who receive this medication.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: "I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11)

This area for improvement was made on 20 December 2019.

Action taken since then

This was a focussed COVID-19 follow up inspection. This area was not assessed at this inspection.

Previous area for improvement 3

Where medication is prescribed as part of the planned care, this should always be made available to the person it is prescribed for in order that they stay well.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: "If I need help with medication, I am able to have as much control as possible." (HSCS 2.23)

This area for improvement was made on 20 December 2019.

Action taken since then

This was a focussed COVID-19 follow up 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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