

## Ashgill Care Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
25 May 2021

**Service provided by:**  
Ashgill Care Home Limited

**Service provider number:**  
SP2012011783

**Service no:**  
CS2012306467

## About the service

Ashgill Care Home is registered to provide a care service to a maximum of 60 older people. Included in this overall number are four places for named people under the age of 65 who were resident in the home on 24 February 2020. The provider is Ashgill Care Home Limited.

At the time of this inspection 49 people were living in the home.

The home is purpose-built in a residential area in Milton, Glasgow. All bedrooms, are offered as single occupancy unless a person wishes to share with a relative/loved one. There is a reception room, with a lounge area and dining room on each floor, bathrooms/shower rooms and toilets. There are no en-suite toilet/bathing facilities in any of the bedrooms. Work that was due to take place in 2020 to provide bedrooms with en-suite toilets was put on hold during the Covid-19 pandemic. The provider plans to recommence this work when safe to do so.

There are garden areas at the rear of the home which have been specifically designed for people living in the care home.

The service aims to provide flexible, individualised care within a safe and well-presented environment where the promotion of independence and choice is encouraged.

This was a focused follow-up inspection to evaluate progress on the two requirements made at the last inspection, please see previous related inspection report dated 5 May 2021. This inspection examined the infection prevention and control systems used by staff in the home and notification reporting to the Care Inspectorate.

We carried out the following activities:

- An environmental walkround to assess the cleanliness of the service and equipment used by people living in the home.
- Interviewed the management team, house keeping/domestic staff and care staff.
- Examined records relating to the care and support people received and quality assurance processes within the service; which included notification reporting to the Care Inspectorate.
- We spent time observing staff and resident interactions on both floors.

## What people told us

We spoke with three people who were complimentary about the staff, comments included:

"Like it here."

"Staff are funny, lots of laughs."

Overall people appeared happy with the service and the atmosphere was homely and friendly with staff being compassionate with their approaches.

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

### Requirements

#### Requirement 1

By 24 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 ensure that:

- a) all areas and equipment used within the home are free from contamination and in a good state of repair which allows for effective cleaning and disinfection.
- b) all staff, including care and domestics, have the relevant knowledge and skills to complete their role.
- c) recorded quality assurance checks of the environment includes a physical check and those undertaking quality assurance know how to maintain records so that necessary improvements are clear and can be followed up to ensure the changes are made.
- d) regular quality assurance checks and observations of staff practice are carried out to provide assurance that staff practice is consistent with current infection prevention and control guidance.

**This requirement was made on 5 May 2021.**

#### Action taken on previous requirement

During our visit the environment was found to be clean and well-maintained, which included equipment used by people living in the home.

Staff in the home were taking responsibility with maintaining the facilities. This was being done in line with current infection prevention and control guidance.

Records showed that quality checks were physically being carried out following staff cleaning the environment and equipment used by people. Quality assurance audits had also improved to be more proactive, with records detailing that issues were being addressed at an early stage.

Staff demonstrated a better understanding of the importance of how to carry out deep cleaning of bedrooms and frequently touched surfaces.

Staff were consistent when explaining their use of cleaning products and maintaining the equipment used by people. In doing this it demonstrated an improvement in staff skills and knowledge. This means that people living in the home could be confident that the environment and equipment they use, is maintained to the expected infection protection and control standard to keep people safe.

Overall, we found acceptable standards of infection prevention and control, and that the cleanliness of the home and equipment used by people experiencing care had improved. Therefore, the requirement is met.

**Met - within timescales**

## Requirement 2

By 24 May 2021, the provider must ensure that the Care Inspectorate is notified of all relevant events in line with guidance, "Records that all registered care services (except childminding) must keep and guidance on notification reporting."

This is to comply with The Public Services Reform (Scotland) Act 2010, The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 and The Social Care and Social Work Improvement Scotland (Applications and Registration) Regulations 2011 (SSI 2011/210).

**This requirement was made on 5 May 2021.**

### Action taken on previous requirement

Staff who were responsible for reporting notifications to the Care Inspectorate showed a better understanding in relation to this. Systems had been put in place to support staff and this reflected Care Inspectorate notification guidance (See 'Records that all registered care services (except childminding) must keep and guidance on notification reporting' amended 30 April 2020).

It was good to see that quality assurance approaches had been developed to monitor that notifications were being completed and submitted as required. An easy guide flow chart had been put in place for staff to follow in relation to their responsibilities in completing and reporting notifications to the Care Inspectorate. This meant that events such as: incidents, accidents, allegations of abuse, allegations of misconduct, staff absences, covid-19 related matters and any relevant matters/changes to the service would be reported to us as is required of all registered care services. It is important that this is done, as the notifications that we receive from services provides information to support our decision making in relation to our responses and assessment of service risk and performance.

Based upon the action taken above, 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 provider should continue with their improvement plan to upgrade all double rooms with en-suite facilities. Plans to provide en-suite toilet and bathing facilities for all bedrooms should be shared with people and their representatives to show when and how improvements will be made.

This ensures that care and support is consistent with the Health and Social Care Standards which state: "As an adult living in a care home, I have en-suite facilities with a shower and can choose to use a bath if I want. If I live in a small care home that has not been purpose built, I might need to share a bathroom with other people." (HSCS 5.28). This area for improvement was made on 4 October 2019.

This area for improvement was made on 4 October 2019.

## Action taken since then

Action has been limited due to Covid-19 pandemic. Planned work is prioritised within the service's improvement plan to commence as soon as it is safe to do so.

This Area for Improvement has not been met.

## 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).

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