

## Summerlee House Ltd. Care Home Service

1 Canal Court  
West Canal Street  
Coatbridge  
ML5 1PE

Telephone: 01236 433 466

**Type of inspection:**  
Unannounced

**Completed on:**  
8 June 2021

**Service provided by:**  
Summerlee House Ltd.

**Service provider number:**  
SP2008009682

**Service no:**  
CS2008172820

## About the service

Summerlee House is operated by Summerlee House Ltd and is registered to provide care to a maximum of 84 older people, some of whom may have a physical or a learning disability. The service also provides care for people with sensory impairment and palliative care needs. There were 81 people living in the care home at the time of this inspection.

The service is situated in the centre of Coatbridge with good transport links nearby. Within the service, there is a café for people living in the home and their visitors to use.

Accommodation provides eighty single ensuite rooms, of which four can be used as double rooms if required. The service is decorated to a very high standard.

It is the stated aim of the service to 'provide the highest standards of individual care in a friendly and homely setting where caring staff maintain residents' dignity, privacy, independence and freedom of choice'.

This was a focussed 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

People we spoke with were relaxed and engaged with us. We saw warm and caring interactions between people and staff.

An inspection volunteer supported this inspection. Inspection volunteers are people who have first-hand experience of care services. They spend time speaking with people to gain their views.

The inspection volunteer telephoned relatives during the inspection. Relatives told us they were very happy with their family members care and spoke positively of the staff team. They told us that communication had been good and they were kept up to date about any changes in their relative's health and wellbeing.

Some comments included:

'Fantastic group of carers.'

'Incredible staff who go above and beyond.'

'Absolute, exceptional care.'

'Can't fault the standard of care.'

'Excellent communication at all levels.'

'Would have no hesitation in recommending the home.'

## 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?	4 - Good
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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?

4 - Good

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

Our focus of this inspection was to establish if the setting was safe and well maintained during the Covid-19 pandemic. We found that there were a number of important strengths which taken together clearly outweighed any areas for improvement. We concluded the performance of the service in relation to infection prevention and control was good.

People were being supported to maintain contact with their relatives and friends. Visiting was well organised and encouraged by the care home. We were pleased to see that people were also being supported to go out in the community safely.

We saw warm and compassionate interactions between people and staff. Staff were knowledgeable about people's needs and how they liked to be supported.

People could be confident that appropriate measures were in place to protect them from the risk of infection. The environment was well maintained, clean and fresh. Enhanced cleaning was in place and frequently touched surfaces were being cleaned regularly.

Cleaning schedules and records were available, however these could be improved to ensure all tasks are included. See area for improvement 1.

There were good supplies of PPE available and we saw that staff used this appropriately. However, PPE could have been easier for staff to access. The manager was aware of this issue and additional PPE dispensers had been purchased.

Staff carried alcohol based hand rub (ABHR) on their person and ABHR dispensers were located throughout the care home. Staff hand hygiene practice had been regularly evaluated during management infection prevention and control audits and no issues had been identified. However, we saw that staff missed opportunities for hand hygiene when supporting people at lunchtime and, on one occasion, shared care equipment was not cleaned and disinfected after use.

Staff had received training in Covid-19 and infection prevention and control. They could describe when hand hygiene should be carried out and the process for cleaning shared care equipment. We spoke with the manager about this and asked them to review their quality assurance audits to ensure that they were effective. See area for improvement 2.

Staffing levels were good and staff worked well together. Lounge and dining areas had been arranged to support people to physical distance sensitively. The lunchtime experience for people was enjoyable and well organised.

The laundry service promoted the safe management of linen and clothing. Although, cloth bags were not always being used to transport linen to the laundry in accordance with current guidance.

Staff uniforms were being laundered by the care home and staff changed their clothes on arrival at the service and on leaving. Staff had allocated changing areas in each unit and an area where they could have their breaks. This reduced the need for staff to move around the care home.

Staff testing for Covid-19 was being carried out in line with current guidance which assisted with the continued protection of people and staff.

### Areas for improvement

1. To ensure safe outcomes for people, cleaning schedules should be reviewed to ensure that these include all cleaning tasks to be completed. The provider should ensure that audit processes are comprehensive and reflect current infection prevention and control guidance.

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

2. To ensure safe outcomes for people, the provider should ensure that infection prevention and control practice and policy is being fully adhered to by staff. Improvements should be made to the observation and evaluation of staff practice to ensure that these are effective in identifying when additional training or support is required.

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

## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	4 - Good

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