

Drummond Grange Nursing Home Care Home Service

7 Kevock Road
Lasswade
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Telephone: 01316 542 881

Type of inspection:
Unannounced

Completed on:
5 July 2021

Service provided by:
Barchester Healthcare Ltd

Service provider number:
SP2003002454

Service no:
CS2003010630

About the service

Drummond Grange Nursing Home is in the village of Lasswade and provides care and support for up to 114 people. It is a detached building set in its own grounds with car parking facilities. The service provider is Barchester Healthcare Ltd.

This service has been registered as a care home since 2002. It offers care and support from social care staff and nurses.

On the ground floor there are Buccleuch and Melville units. These provide care for adults with physical disabilities. Upstairs there is one recently merged unit called Pentland/Kevock which provides care for adults with physical disabilities and for older people.

The Dalhousie unit provides care for older people living with dementia. There are dining and sitting rooms on each floor plus a dedicated exercise/physiotherapy suite and a sensory room on the ground floor. A pleasant courtyard is located in the centre of the building with outdoor seating areas.

The aims and objectives of the service state, "At Drummond Grange Nursing Home we aim to be person centred in our approach to care. Our residents will be encouraged to live an independent life, rich in purpose, meaning and personal fulfilment. They will be helped to access all services and amenities available and appropriate to their needs and wishes within the community. They will be valued for their diversity, language, culture and faith. Through this, each resident will attain and achieve all they can, making the most of all resources available to them."

This was a focused follow up inspection to review two outstanding requirements.

What people told us

We spoke with 10 out of the 114 people experiencing care, in communal areas and in the privacy of their rooms. People's views were generally positive, both about the staff and the care and support they received.

Some people were unable to tell us about their experience in the home, however we were able to observe respectful interactions between staff and the people they support. Other comments included:

"I was dreading coming to a care home, but a fantastic stepping stone to more independence."

"I am alright with things staff attentive, nothing I would like to change."

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

Requirements

Requirement 1

People should experience a clean environment that reduces the risk of any cross infection. By 2 July 2021, the provider must make sure people experiencing care and staff have the risks of contracting Covid-19 minimised. To achieve this the provider should not use fans that re-circulate the air and open windows for ventilation if it is safe to do.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011 No 210: Welfare of users 4. - (1) A provider must - (d) where necessary, have appropriate procedures for the prevention and control of infection for the health, welfare, and safety of residents. This is also to ensure care and support is consistent with the Health and Social Care Standards which state: "My environment is secure and safe" (HSCS 5.17) and "I experience an environment that is well looked after."

This requirement was made on 18 June 2021.

Action taken on previous requirement

All fans have been removed from office, communal and personal spaces within the home. Fans that are used in people's rooms have been removed in consultation with them. Where fans were necessary, their use was appropriately risk assessed.

Staff will ensure that windows are opened throughout the day to ensure adequate ventilation.

Met - within timescales

Requirement 2

People should feel they are kept as safe as possible from the risks of cross infection. The provider must have appropriate procedures for the prevention and control of infection regarding hand hygiene. In order to achieve this the provider must by 2 July 2021 ensure staff consistently adhere to national guidance and appropriate hand hygiene.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations, Scottish Statutory Instruments 2011 No 210: Welfare of users 4. - (1) A provider must - (d) where necessary, have appropriate procedures for the prevention and control of infection for the health, welfare, and safety of residents. This is also to ensure care and support is consistent with the Health and Social Care Standards which state: "My environment is secure and safe" (HSCS 5.17) and "I experience an environment that is well looked after."

This requirement was made on 18 June 2021.

Action taken on previous requirement

Staff had improved their hand hygiene for both themselves and the people they supported. People were kept as safe as possible from risks of cross infection because of meeting these requirements.

Sustaining these improvements will be important and continued observation of practice will be undertaken by the management team. This ensures that people are kept as safe as possible from risks of cross infection.

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

To ensure that people are receiving regular interactions and engagement from staff is important. This should include encouragement and availability of resources to undertake activities either alone or with staff, including people who are supported in their bedrooms. The provider should develop opportunities for people they support by:

- making proper provision for social events, entertainment and activities which meet the assessed need and choice of people experiencing care and are line with good practice
- The provision of activities should be clearly recorded within the personal plan and activity planner which could include how the person enjoyed the activity and what involvement they contributed to the activity
- Personal plans should include likes and dislikes and should reflect what activities they would like to continue to participate in.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard "I can maintain and develop my interests, activities, and what matters to me in the way that I like." (HSCS 2.22) and "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 June 2021.

Action taken since then

This was a focused inspection to look specifically at the two outstanding requirements. This area for improvement will be looked at when we return for the next inspection. The manager advised they were working to improve this.

Previous area for improvement 2

People should be helped to live well right to the end of their life. The manager and staff should develop with people their anticipatory care plan. This should include information received both from the person and those important to them, which ensures staff know what they should do if a person's health deteriorates.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard "I am supported to discuss significant changes in my life, including death or dying, and this is handled sensitively", (HSCS 1.7) "My future care and support needs are anticipated as part of my assessment", (HSCS 1.14) "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)

This area for improvement was made on 18 June 2021.

Action taken since then

This was a focused inspection to look specifically at the two outstanding requirements. This area for improvement will be looked at when we return for the next inspection. The manager advised they were working to improve this.

Previous area for improvement 3

To reassure people that their needs and wishes will be met by the right number of staff at night, who have time to support, care and speak to them, the provider should ensure that:

- i) there is an appropriate assessment and review of people's needs and wishes
- ii) at all times, suitably qualified and competent staff are working in the care service
- iii) there are enough staff to support service users' health, welfare, and safety.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "I have confidence in people because they are trained, competent and skilled, can reflect on their practice and follow the professional and organisational codes". (HSCS 3.14)

This area for improvement was made on 18 June 2021.

Action taken since then

This was a focused inspection to look specifically at the two outstanding requirements. This area for improvement will be looked at when we return for the next inspection. The manager advised they were working to improve this.

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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