

Monkbarns Care Home Service

14 Monkbarns Drive
Arbroath
DD11 2DS

Telephone: 01241 871 713

Type of inspection:
Unannounced

Completed on:
6 July 2021

Service provided by:
Balhousie Care Limited

Service provider number:
SP2010011109

Service no:
CS2010272058

About the service

Monkbarns 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

During this inspection we spoke informally to people who lived in the home and observed interactions with staff.

We saw that staff were visible in areas throughout the home. We also saw that when people needed support or reassurance staff were available. People told us;

'I'm happy enough here.'

'They work hard to keep us occupied - arts and crafts this afternoon.'

'We all enjoy the pub quiz - got 7/10 last week.'

'The girls work hard to keep us going.'

'I'm fair lost today'.

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

This was a follow up inspection to evaluate the progress made to address the following outstanding requirement;

Requirement 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).

We saw that progress had been made to meet this requirement.

We found that the cleanliness within the home had improved. Where necessary, new equipment had been ordered and had replaced defective items seen at our previous visit. This meant that it would be easier to clean and reduce the risks of transmission of infection.

Since our last inspection an enhanced 'Covid-19' cleaning schedule had been introduced. Additional staff had also been employed to support enhanced cleaning regimes. The management team had also introduced cleaning schedules recommended within the cleaning specifications of the Infection Prevention and Control Manual for older people and adult Care Homes <https://www.nipcm.hps.scot.nhs.uk/infection-prevention-and-control-manual-for-older-people-and-adult-care-homes/#a2818>.

Although the environment was cleaner we did identify some areas that required attention. These were attended to during our visit. We discussed with the management team how further attention was needed to ensure that the two sets of cleanings schedules complemented each other to prevent duplication and confusion about staff roles and responsibilities. This would help to ensure nothing was missed including areas that are not in regular use and equipment in storage.

The managers provided evidence of regular 'walk rounds' of the home which detailed their oversight of the environment, equipment, staff practice and care planning processes.

The cleaning schedules and the 'walk arounds' needed to be further embedded in practice and we have made an area for improvement in relation to this work. This will help to ensure that the improvements observed were sustained and any deficits are identified quickly and appropriate action taken to ensure that environment and equipment is clean and well maintained and safe for people. **(See Area for Improvement 1).**

There were no issues with the storage of clinical waste observed during this inspection. New internal bins were in place and clearly labelled and outside storage bins were locked for safety.

Areas for improvement

1. The manager should ensure that cleaning schedules provide clear guidance to staff about roles and responsibilities in relation to cleaning tasks. There should be a robust management overview in order to ensure a clean, safe and well maintained environment.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

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

Requirements

Requirement 1

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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

See body of the report for further detail.

Met - outwith 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 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.

This area for improvement was made on 14 May 2021.

Action taken since then

We did not fully evaluate this area during this inspection. People we spoke to told us about activities that were available throughout the week. We will continue to review this at future inspections.

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.

This area for improvement was made on 14 May 2021.

Action taken since then

We did not evaluate this area for improvement during this inspection. We will review progress at future inspections.

Previous area for improvement 3

This area for improvement was made following a complaints investigation.

The service should ensure that the actions specified in support plans are followed, or, where this is not possible for any reason, that the situation is reviewed and the support plan amended accordingly.

This is to ensure care and support is consistent with 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 21 June 2021.

Action taken since then

We did not evaluate this area for improvement at this inspection. We will review progress at future inspections.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
7.2 Infection control practices support a safe environment for people experiencing care and staff	3 - Adequate

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