

Dundonald House Care Home Service

Old Loans Road
Dundonald
Kilmarnock
KA2 9DB

Telephone: 01563 851 430

Type of inspection:
Unannounced

Completed on:
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Service provided by:
Dundonald House Nursing Home Ltd

Service provider number:
SP2010010979

Service no:
CS2003001314

About the service

Dundonald House is a privately owned care home which can accommodate up to 90 older people. It is situated in the small Ayrshire town of Dundonald, a couple of miles inland from the famous golfing town of Troon.

The care home consists of two buildings; an older style adapted home and a newer building, opened in 2012. The older home has single rooms with en-suite toilet facilities and some double bedrooms with en-suite toilets, bathrooms are shared.

The newer building has all single room accommodation with toilet and shower facilities with some shared bathrooms and has won national awards for the design and amenities it offers. This includes a coffee shop, with large patio doors that open out onto a levelled area for sitting.

The coffee shop has become the hub of the home and used for many activities and events where residents, relatives and staff can come together and enjoy a relaxing cappuccino or latte in a setting similar to any high street coffee shop.

All bedrooms have connections for televisions and telephones. The home provides small group living up to a maximum of 15 people in each unit, which have their own dining lounge areas and small kitchenettes which allows for the dispensing of residents meals and also used for preparing snacks, teas or coffees. Residents and relatives are able to utilise these facilities during visits. There is a fully fitted hairdressing salon situated next to the coffee shop where residents can have their hair done and then enjoy a visit to the coffee shop afterwards.

The care home is situated with countryside views, well maintained accessible sensory gardens for residents to walk around and enjoy. The grounds have a children's adventure play area.

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

Unfortunately we did not have the opportunity to speak with people during our visit as we were also undertaking other regulatory work. It was observed throughout the visit people were contented and well presented. There was good interaction between staff and residents.

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

Our focus in this inspection was to establish if infection prevention and control practices supported a safe environment for both people experiencing care and staff. The manager and staff demonstrated strengths and were evaluated as 'good'.

People benefitted from a home that was clean, tidy and well maintained.

All staff had completed infection prevention and control training that included a focus on Covid-19 and staff were receiving updates on the relevant changes to guidance. Housekeeping and laundry staff would benefit from further infection, protection and control training, specific to their job role.

There were quality assurance systems in place, with the aim of ensuring infection protection and control guidance was being adhered to and keeping people safe. We concluded there needs some further development in this area to include laundry assessment, checking of cleaning schedules and the use of the appropriate cleaning products. (See area for improvement 1)

We were not confident frequent touch point areas were being cleaned a minimum of twice daily and shared use equipment was being cleaned between use.

Risk assessments have been carried out and appropriate action taken with the aim of minimising the risk of infection transmission.

A contingency plan has been developed to give reassurance that plans are in place if there were to be out break in the service.

Personal Protective Equipment (PPE) was in plentiful supply and located in appropriate places throughout the building, as were facilities for the disposal of PPE.

Hand sanitizing products were available and we observed staff using these appropriately during the inspection. We recommended additional hand sanitizers be available at the entrances and exits to the units and this has since been implemented.

Seating in the lounge had been positioned to ensure there was adequate space between people, yet still allowing for a positive social experience. Similarly, in the dining area, seating had been arranged to allow a pleasurable dining experience.

Staff changing areas have been adapted to support staff changing of uniforms. Staff uniforms are not laundered on site, staff were adhering to safe transportation of uniforms as per current guidance.

Clinical waste was being managed correctly.

Family contact was supported by the staff using telephones and technology and all types of visiting were being actively encouraged, within safe guidelines. People were now enjoying indoor visiting in line with Scottish Government 'Open with Care' guidance.

Staff and residents continue to be tested for Covid-19 in adherence to current guidelines.

Areas for improvement

1. People would benefit from a more robust quality assurance system, to include all key infection, protection and control processes are checked and are being adhered to in line with current guidance, and ensuring people are kept safe.

This is to comply with the Health and Social Care Standard: 4.19, "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes".

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?	4 - Good
7.2 Infection control practices support a safe environment for people experiencing care and staff	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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