

## Seabank House Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
17 June 2021

**Service provided by:**  
Seabank House Committee

**Service provider number:**  
SP2003000020

**Service no:**  
CS2003000249

## About the service

Seabank House is a care home registered to provide support to 22 adults. The provider is Seabank House Committee. At the time of inspection 17 people were living in the home. The care home is comprised of two properties; Seabank House is located in the city centre and Sunnybank situated to the north of the city. The service has been registered since 1 April 2002.

The aims of the service are:

- To provide a high quality service to individuals experiencing mental health issues.
- The organisation recognises the need to create a safe environment that actively encourages individuals to make choices about their lifestyles whilst also being treated with respect, dignity, privacy and individuality. These are the fundamental values of the organisation.

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 an inspector from the Care Inspectorate.

## What people told us

We spoke to a number of people who live at the service and some healthcare professionals. They told us that the service worked in a person centred and flexible way, with staff adapting to suggestions made by the professionals involved in the support of people living at the service.

Some of the comments people made were:

"It's fine living here."

"I like my room the way I have organised it."

"Staff are helpful."

"Staff are kind to my client."

"The food is fine."

"I don't feel like I can speak to staff."

"It's okay here but I feel like I never have any money."

"I am happy with the service my client receives."

## 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 well do we support people's wellbeing?	3 - Adequate
How good is our care and support during the COVID-19 pandemic?	2 - Weak

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

**3 - Adequate**

A number of people told us they were happy living at the home. Staff interactions were mostly warm and compassionate. People were comfortable to ask when they required support and whilst we observed staff responding to a request for support from a person living in the home in a positive and responsive manner, we saw situations where support appeared to be task and routine based, particularly around lunchtime and medication administration. At the time of our visit, the lunchtime experience appeared to be busy and chaotic. As staff informed people that lunch was ready, several people wished to enter the dining area at the same time. However, due to social distancing measures the dining room has a much smaller capacity and this resulted in people being instructed to wait for their lunch. Following this, we were aware of an incident between people living in the service and concluded that experiences around lunchtime could be enhanced to provide a more relaxed and unhurried atmosphere.

Support plans clearly identified people's choices and preferences and these were reflected in daily practice. Where people had links with family we saw these detailed in support plans and the home had ensured that they followed "Open with Care" guidance. The service had recently reintroduced various activity groups which had been put on hold throughout the Covid-19 pandemic. The activities were open to anyone within the service who wished to take part and varied from arts and crafts to cooking. In addition, the service had arranged a number of day trips to various cities and visitor attractions. These did not appear to be well utilised by people living in the home, therefore, the service may wish to consider consulting further with people living in the service to ensure activities are meaningful. Where people accessed activities independently in their local community staff had supported them throughout the Covid-19 pandemic to follow national guidelines to keep themselves safe.

People had support from a range of visiting health professionals and comprehensive specialist health assessments. Staff knew people well and were effective at monitoring, reporting and responding to changes in people's health and wellbeing. This had resulted in people engaging in support from additional sources, ensuring that people received the right support at the right time. We noted outcomes were often limited to being based around health. The service could support people to identify their aspirations and use these to shape their support.

## How good is our care and support during the COVID-19 pandemic?

**2 - Weak**

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

The service had put in place additional infection prevention and control practices however, we had concerns in relation to several areas of infection control practice.

Supplies of personal protective equipment (PPE) were available; PPE stations and disposal bins were located in locked bathrooms on each floor. This meant that staff were unable to readily dispose of used PPE when exiting a person's bedroom, increasing the risk of transmission of infection. In addition, we noted sink facilities within people's bedrooms were cluttered with personal items with no paper towels available,

therefore limiting the opportunity for staff to perform hand hygiene after removing PPE. More attention is required to be paid to the PPE disposal arrangements and the risk management arrangements to support effective hand hygiene (**see requirement 1**).

There were non-essential items throughout the service and an overflowing waste bin in the staff office. It is important for the environment to be clear of clutter and waste to facilitate effective cleaning. Cleaning was outsourced to an external organisation which supplied housekeeping staff throughout the mornings, Monday to Friday. Cleaning schedules and audits were not in place and arrangements for cleaning during the remainder of the week were not sufficient. The existing arrangements did not allow for the required time lapse between first and second daily cleans and assurance could not be given by the service as to the formulation of the cleaning products used. The service should implement cleaning schedules and quality assurance systems to ensure cleaning is carried out inline with latest infection and control guidance (**see requirement 2**).

## 7.3 Staffing arrangements are responsive to the changing needs of people experiencing care

We were satisfied that people's needs were being met by the team providing their support. Staff reported that they felt supported by the leadership team and had accessed wellbeing resources that had been made available throughout the Covid-19 pandemic.

Staff were taking part in regular testing and were confident to recognise the signs and symptoms of Covid-19 and the action to take should there be a suspected case. Staff were aware of the organisational on-call system and various guidance documents in relation to infection prevention and control and Covid-19.

Staff had received training around infection control however, we observed staff not always following guidance on the correct use of PPE. We saw staff wearing aprons and gloves unnecessarily and these were not changed when moving from supporting one person to another. It is important that staff are familiar with and implement the most up-to-date national guidance for the use of PPE to prevent transmission of infection. The service did not have an assurance system in place to monitor and improve staff competency in this area (**see requirement 3**).

## Requirements

1. The provider must ensure that arrangements for the disposal of PPE meet current infection prevention and control guidelines.

By 12th July 2021, the provider must improve the facilities for the disposal of used PPE. In order to achieve this, the provider must adhere to the following:

- Identify appropriate locations throughout the service for the disposal of PPE.
- Ensure bins for the disposal of PPE meet current infection and prevention control requirements.
- Ensure facilities are available to perform hand hygiene following removal of PPE.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS

4.11); and Regulation 4 (1) (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010).

2. The provider must ensure that people live in a home which is clean, tidy and well maintained.

By 12th July 2021, the provider must improve the cleaning arrangements in the home.

In order to achieve this, the provider must adhere to the following:

- Create cleaning schedules which take into account current infection prevention and control guidelines.
- Provide training and guidance to staff to ensure they have the knowledge and understanding of the importance of following these schedules.
- Implement a process of regular audits to ensure high standards are maintained and areas for improvement are identified and acted on.
- Ensure cleaning products used meet current infection prevention and control guidelines.

This is in order 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 Regulation 4 (1) (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010); and Regulation 10 (2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010).

3. The provider must ensure that people are supported by staff that are trained, competent and skilled in the use of PPE.

By the 12th July 2021, the provider must improve the use of PPE within the home.

In order to achieve this, the provider must adhere to the following:

- Provide training and guidance to staff in the use of PPE.
- Implement a process of regular audits to ensure high standards are maintained and areas for improvement are identified and acted on.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14); and Regulation 4 (1) (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010); and Regulation 15 (b) (i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010).

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

### Requirements

#### Requirement 1

The provider must ensure that the registered manager for the service be registered with a recognised professional body with immediate effect.

This is to ensure that care and support meets regulation 7 (2)(d) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, which states:

"Fitness of managers:

The following persons are unfit to act as a manager in relation to a care service:-

a person who, in order to perform the duties for which the person is employed in the care service, is required by any enactment to be registered with any person or body and is not so registered."

**This requirement was made on 18 February 2020.**

#### Action taken on previous requirement

The service has ensured that all staff that require to hold registration with a professional recognised body now do so.

**Met - within timescales**

### 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).

## Detailed evaluations

How well do we support people's wellbeing?	3 - Adequate
1.1 People experience compassion, dignity and respect	3 - Adequate
1.2 People get the most out of life	3 - Adequate
1.3 People's health benefits from their care and support	3 - Adequate

How good is our care and support during the COVID-19 pandemic?	2 - Weak
7.2 Infection control practices support a safe environment for people experiencing care and staff	2 - Weak
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	2 - Weak

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