

# Earlsferry House Care Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
15 July 2021

**Service provided by:**  
Earlsferry House Care Limited

**Service provider number:**  
SP2020013472

**Service no:**  
CS2020378969

## About the service

Earlsferry House Care Home is situated in the small seaside village of Elie and overlooks Elie Bay.

The home offers nursing care for older people, people with dementia and respite care on a bed availability basis. Earlsferry House Care Home provides accommodation on two floors and has 26 rooms, 17 with en-suite facilities. There is a landscaped garden accessible directly from the downstairs lounge and adequate parking for visitors.

This was a follow up inspection to evaluate the progress the service had made towards meeting requirements set at the last inspection.

## What people told us

We spoke to a number of people living in the service and a small number of relatives in order to gather views. Comments included:

'it's mostly positives.'

'I see them working as a team.'

'they can take a while to come.'

'I feel the communication here is good.'

Overall people appeared settled and well looked after. People were enjoying the garden area and a number of visitors were received in both the home and garden.

## 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**

At our last inspection our initial findings were that the service needed additional cleaning and more effective oversight of staff practice. Covid and infection control audit was not fully effective. We returned to the service within 48 hours to monitor progress on the requirements made.

On conclusion of our last inspection improvements had been made which would help to ensure that people living in the home were safer. Infection prevention and control measures had been put in place to help reduce the risk of cross contamination.

Our focus in this inspection was to follow up the requirement made at our last inspection. Our main

findings can be seen in the 'What the service has done to meet any requirements made' section of this report.

We found that strengths outweighed weaknesses, resulting in an evaluation of 'adequate'. These strengths had a positive impact on people's experience and outcomes. We have re-graded the service as a result.

During the inspection, we spoke with people who use the service, their relatives, the manager, staff and observed care practice. We looked at progress recorded in relation to the requirements made at the last inspection including cleaning records, the environment, care equipment and staff practice.

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

### Requirements

#### Requirement 1

By 12 July 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 disposed of in a manner which takes account of the most up-to-date guidance from Health Protection Scotland.

This is in order 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);

"I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment." (HSCS 5.22); and

In order to comply with 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 2 June 2021.**

#### Action taken on previous requirement

The home was clean and clear of clutter. Both communal and private bathroom areas were clean and care equipment was clean and in a good state of repair. The upstairs kitchen area, which had previously caused concern, was clean.

All staff were aware of the cleaning schedules and their roles and responsibilities towards keeping the environment safe. Staff were aware of the increased oversight which had been put in place and felt that it was effective in improving standards.

A whole team approach was being encouraged and this was verified by both domestic and care staff. One resident commented that the team was working well together to keep the home looking good.

PPE was being disposed of correctly throughout the home. Pedal operated bins were being used correctly and were clean. Staff were observed performing hand hygiene on entering different areas of the home and between tasks.

The improvements which had been made all contributed to a safer environment and increased infection prevention and control, meaning that people were at less risk of 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

The provider should ensure that Scottish Government Guidance 'Open with Care supporting meaningful contact in care homes' (Scottish Government publication 24 February 2021) and 'Open with care - Additional advice and guidance and outings away from the care home' (Scottish Government publication 17 May 2021) is implemented fully timeously.

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

"My human rights are protected and promoted and I experience no discrimination." (HSCS 1.2); and  
 "I am supported to participate fully as a citizen in my local community in the way that I want." (HSCS 1.10).

**This area for improvement was made on 2 June 2021.**

#### Action taken since then

The service had adopted an open policy to visiting since the last inspection. Relatives and friends could now visit their loved one without the need for prior booking and without limit of time. People were able to access their local community and benefit from trips and outings. Residents expressed their enjoyment of these trips and of the increased contact they were having with their families. Small family events had also been held in the garden area and people expressed the positive effect that these had on their mental wellbeing and sense of connection.

### 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 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
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	3 - Adequate

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