

## Pitkerro Care Centre Care Home Service

146 Pitkerro Road  
Dundee  
DD4 8ER

Telephone: 01382 214 520

**Type of inspection:**  
Unannounced

**Completed on:**  
31 August 2021

**Service provided by:**  
Pitkerro Opco Ltd

**Service provider number:**  
SP2011011698

**Service no:**  
CS2011301452

## About the service

Pitkerro Care Centre is situated in large grounds near to a residential area in Dundee. The home benefits from a secure garden area accessible from the ground floor units of the home. Local amenities are available a short distance from the home and the home itself is easily accessible using public transport.

Accommodation is provided in four units set over two floors, with each unit having a sitting room and/or kitchen/diner. All rooms are single and have en-suite facilities. The home provides both residential and nursing care for up to 70 older people with a range of care needs and is operated by Pitkerro Opco Ltd.

This was a follow up inspection, following up on requirements made at a previous inspection.

This inspection was carried out by an inspector from the Care Inspectorate.

## What people told us

We spoke with some people during our visit but did not gather formal feedback from those living in the care home. Family members reported positively on visiting and that the care home was now able to be more open for visiting.

Staff were reported to be friendly and have a good manner. Family members said staff were welcoming and helpful during their visits.

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

At this inspection, our focus was to assess the progress the service had made in meeting the two requirements from the recent inspection on 23 June 2021. We were satisfied with the actions taken by the provider to address one of the requirements. The service had progressed visiting arrangements for people well.

The other outstanding requirement in relation to meaningful activity and social stimulation was not met. We saw progress had been made in this area but some further actions to address this requirement were still to be put fully in place. We extended the timescale for this requirement (see requirement 1).

Please refer to the sections 'Outstanding Requirements' for details on our findings and actions taken by the service.

## Requirements

1. In order to improve people's physical and mental wellbeing, the service provider must review the way in which activities are organised and provide sufficient staff to support people to engage in them. This should focus on the quality and amount of physical and social activity made available within and outside the home.

To be completed by 29 October 2021.

This is in order 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  
In order to comply with Regulation 15 9a) - Staffing 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

In order for the provider to provide services in a manner which respects the privacy and dignity of the service user, the service should:

- introduce person centred support plans to guide and direct practice to ensure the service user has every opportunity to experience a meaningful visit with their relative; and
- the support plan should include guidance about the preferred and alternative visiting mediums offered by the service.

To be completed by: 13 August 2021.

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

'I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention'. (HSCS 3.1); and

In order to comply with Regulation 4(1)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

**This requirement was made on 23 June 2021.**

**Action taken on previous requirement**

This requirement was met. The service had taken steps to further improve people's visits.

Visiting arrangements for people had been progressed in line with current guidance. People were having more visits and this could be from a wider group of family or friends. People could choose when they would like to be visited and visits could be in their own room in the care home, in the garden area or, if suitable, a local trip. Visits were well organised and measures were in place to reduce the risk of infection for people.

Families reported the benefits of increased visiting for people and we could see how this was important and enjoyable for people.

The service had updated people's visiting plans with more detail which reflected their choices and preferences. This was good. We did discuss how further detail in the plans could make them more personalised and would provide helpful information for staff when providing support to a person. This would reflect the careful consideration gone into for ensuring a person gets the most out of their contact with family and other people important to them.

**Met - within timescales****Requirement 2**

In order to improve people's physical and mental wellbeing, the service provider must review the way in which activities are organised and provide sufficient staff to support people to engage in them. This should focus on the quality and amount of physical and social activity made available within and outside the home.

To be completed by: 13 August 2021.

This is in order 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

In order to comply with Regulation 15 9a)- Staffing of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010).

**This requirement was made on 23 June 2021.**

**Action taken on previous requirement**

Overall, this requirement was not met. There was obvious progress but further steps to address this needed to happen.

There were examples of more activities happening for people and we saw some recent entertainment events that had taken place in the garden. These steps improved people's day to day life in the care home. The care home had an activities co-ordinator and this staff member, as well as organising activities, was introducing some good, practical ideas for supporting other staff to provide some activities. We thought that these ideas, though not fully in place yet will, with time, be of clear benefit to people.

Individualised activity planners had been introduced for people. These will assist staff in providing person centred support for people. Additional resources had been allocated to activities and this in time should have an impact.

Whilst we saw progress, we did still see periods of time when not much appeared to be going on for people and they were unengaged in any meaningful activities.

The service also discussed further training and development for staff regarding activities. This type of input for staff can increase their awareness, skills and abilities for providing activities that engage people.

**Not met**

## 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).

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