

Beechwood Park Care Home Service

136 Main Street
New Sauchie
Alloa
FK10 3JX

Telephone: 01259 720 355

Type of inspection:
Unannounced

Completed on:
14 September 2021

Service provided by:
Caring Homes Healthcare Group
Limited

Service provider number:
SP2013012090

Service no:
CS2013318118

About the service

This service registered with the Care Inspectorate on 30 August 2013.

Beechwood Park care home is provided by Caring Homes Healthcare Group Limited, who are part of Myriad Healthcare Ltd, with care homes throughout the UK. The care home is registered to provide care for 62 older people.

On the day of the inspection there were 46 people living in the care home.

The service states its aim is to "make sure each resident experiences care that's as unique as they are."

The home is located on the main street of Sauchie and close to local amenities. The home is laid out over two floors and divided into five units providing single room accommodation, with all rooms having en-suite shower facilities. At the time of the inspection, three of the five units were in use. There are also some enclosed garden areas and seating with direct access from ground floor lounges.

We carried out an inspection of Beechwood Park on 10 September 2021. This inspection was carried out specifically to follow up on the requirement and two areas for improvement made in the inspection report dated 06 August 2021. These related to practices around infection prevention and control, staffing levels and engagement.

What people told us

We spoke informally with a number of people living in the home. Everyone we met with appeared happy and relaxed in the home.

As this was a follow up inspection focused on processes within the home, we did not formally gather the views of family members. Please refer to the full report dated 06 August 2021, where people's views were gathered.

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**

When we inspected Beechwood Park in August 2021, we made a requirement about infection prevention and control (IPC). This was to make sure that staff had the right training, and that there were checks in place to help reduce the risk of the spread of infection, including Covid-19. We were also concerned that some equipment and furnishings were worn and so could not be properly cleaned.

During this inspection, we found that the manager and staff team had made improvements in these areas, which reduced the risk of the spread of infection.

Because these improvements made a difference to keeping people safer from the risk of infection, we decided to re-evaluate from "Weak" to "Adequate" Key Question 7 - How good is our care and support during the COVID-19 pandemic? Please see the section in this report on previous requirements and areas for improvement for more information.

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

Requirements

Requirement 1

By 06 September 2021, you must ensure that people experience care in an environment that is safe, well maintained and minimises the risk of spreading infection. In particular, you must:

- a. Ensure staff are trained and competent in effective Infection Prevention and Control practices. Observe practice to ensure training is used to improve practice and address gaps between training and practice.
- b. Implement daily quality assurance of staff practice around Infection Prevention and Control. Implement an action plan to address any areas for improvement with key dates for any areas for improvement to be met.
- c. Carry out an environmental audit and plan of works with anticipated completion dates for a maintenance programme to ensure furnishings, paintwork and equipment are in a good state of repair to allow for effective cleaning.

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

3.14 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.

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

This is in order to comply with Regulations 4 (1) (a) and (d) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2010 (SSI 2011/210).

This requirement was made on 6 August 2021.

Action taken on previous requirement

The manager and staff had responded well to this requirement with good progress made in each area.

Training in infection prevention and control (IPC) and Covid-19 had been audited. Any gaps in training had been rectified to ensure the staff team were trained to a consistent level. Key people had completed enhanced training in order to share best practice with the larger staff team. We saw staff following correct practice when they were going about their duties.

The managers in the home were observing staff practice each day to ensure that standards were maintained, and action was taken to make improvements when practice fell below required standards.

The Manager planned to introduce IPC champions in the home. These staff were undergoing further training and would be mentors for new staff, as well as continually monitoring staff practice.

An environmental audit had been completed and plans were in place for a maintenance programme to begin. A large amount of new equipment and furnishings had been purchased for the home.

These changes had improved people's health and wellbeing by contributing to a safe and well maintained environment.

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 service should ensure there are enough staff to respond to people's needs when they need this.

This is to ensure that care and support is consistent with the Health and Social Care Standard which states: 'My needs are met by the right number of people.' (HSCS 3.15)

This area for improvement was made on 3 September 2019.

Action taken since then

The provider had made efforts to improve staffing in the home. Nursing and care staff had recently been recruited and further vacancies were being advertised.

Staff we spoke with told us that staffing levels had improved and occasions where they had to work short staffed had decreased. This had a positive impact on the quality of care and support people received because staff had more time to spend with people.

There were particular improvements around people's mealtime experiences. More staff and better planning ensured people were offered choice and given the appropriate support.

This area for improvement had been met.

Previous area for improvement 2

People should have opportunities for social interaction and inclusion to promote positive mental wellbeing, provided in a way that is of personal benefit.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which states: 'If I experience care and support in a group, the overall size and composition of that group is right for me' (HSCS 1.8) and '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)

This area for improvement was made on 3 September 2019.

Action taken since then

The manager and staff in the home had made significant improvements in this area.

Opportunities for social interaction had improved in part due to better staffing levels. We saw lots of warm interactions between staff and people living at Beechwood Park, which had a positive impact on people's wellbeing.

Structured activities had also improved, with regular planned outings taking place. A variety of in-house activities were also happening. These were tailored to people's different interests.

At the time of our inspection the home was recruiting another wellbeing coordinator with the aim of further developing opportunities for outings and activities.

This area for improvement had been met.

Previous area for improvement 3

Staff should be equipped with the training, knowledge and skills in order to meet the needs of people.

This is to ensure that care and support is consistent with Health and Social Care Standards which states: '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)

This area for improvement was made on 3 September 2019.

Action taken since then

Training been audited since our last inspection. Gaps in training had been addressed to ensure the staff team were trained to a consistent level. Key people had completed enhanced training in order to share best practice with the larger staff team.

The managers in the home were observing staff practice each day to ensure that standards were maintained, and action was taken to make improvements when practice fell below required standards.

This area for improvement had been met.

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?	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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