

## Balhousie Dalnaglar Care Home Service

Comrie Road  
Crieff  
PH7 4BJ

Telephone: 01764 655 231

**Type of inspection:**  
Unannounced

**Completed on:**  
31 August 2021

**Service provided by:**  
Balhousie Care Limited

**Service provider number:**  
SP2010011109

**Service no:**  
CS2010272004

## About the service

Balhousie Dalnaglar provides care and support for up to 40 older people. This service may also provide respite care and short breaks.

The service is located close to the centre of Crieff. The building is a two storey Victorian building with a newer purpose-built extension. The home has three units: Laggan, Dalvrec and Torleum. The garden has been landscaped for the benefit of residents and provides a very pleasant space for residents to spend time and enjoy the views.

The provider says the focus for the team is on 'creating a caring environment based on respect and dignity, and providing a holistic approach to the care of our residents.'

This inspection was carried out by inspectors from the Care Inspectorate.

## What people told us

This was a focussed follow up inspection. We spoke with a number of people during our visit but did not gather formal feedback from those living in the home at this time as people were enjoying a fun day and barbecue.

## 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?	4 - Good
How good is our care and support during the COVID-19 pandemic?	3 - Adequate

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

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

**4 - Good**

At our last inspection we found that the service was performing at a good level in relation to Quality Indicator (QI) 1.1: People experience compassion, dignity and respect and in relation to QI 1.2 People get the most out of life. However our conclusions were that the service needed to take action to ensure that QI 1.3 People's health benefits from their care and support.

This inspection was to follow up on requirements made at our inspection on 5 August 2021 to ensure that improvements had been made. Our main findings can be seen in the 'What the service has done to meet any requirement made' sections of this report.

We found that there were a number of important strengths which, taken together, clearly outweigh areas for improvement. The strengths will have a significant positive impact on people's experiences and outcomes. We have re-graded the service as a result.

We wrote this report following an unannounced inspection. During the inspection we spoke with staff and checked the environment, including mattresses and equipment. We looked at progress recorded in relation to requirements made at the last inspection, audit and cleaning records, the environment and equipment used by people and management oversight documents.

## Areas for improvement

1.1. The service provider should review and enhance personal plans to ensure that they contain accurate and up to date information.

This is to ensure that care and support is consistent with Health and Social Care Standard 1.15 'My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.'

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

3 - Adequate

This inspection was to follow up on requirements made at our inspection on 5 August 2021 to ensure that improvements had been made. Our main findings can be seen in the 'What the service has done to meet any requirements made' sections of this report.

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

We wrote this report following an unannounced inspection. During the inspection we spoke with staff and checked the environment, including mattresses and equipment. We looked at progress recorded in relation to a requirement made at the last inspection, audit and cleaning records, the environment and equipment used by people and management oversight documents.

## 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 people are protected from skin damage and infection.

By 20 August 2021 the provider must ensure that all equipment is clean and safe to use. In order to achieve this the provider must adhere to the following:

- a) Implement an effective and comprehensive quality assurance system to ensure that the environment is consistently safe and well-maintained. Effective systems and processes must be in place to ensure that equipment cleanliness and state of repair are accurately recorded and appropriate action is taken.
- b) Ensure that all mattresses and bed equipment are suitable, correctly used and clean (this includes but is not limited to bed rails, bumpers, bedding, pillows and bed heads).
- c) Ensure that when the integrity of a mattress is compromised it is replaced promptly.
- d) Ensure that all staff are competent in checking mattresses.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 5.22 'I experience an environment that is well looked after with clean, tidy and well maintained furnishings and equipment.'

Regulation 4 (1) (d) and 10 (2) (b) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

**This requirement was made on 5 August 2021.**

#### Action taken on previous requirement

The service had put into place a robust action plan to address this requirement. Quality assurance processes had been strengthened and increased in frequency. We saw that all mattresses and bed equipment had been checked and replaced as needed. The service now had stock in place to enable equipment to be replaced promptly when required.

The manager had worked with her team to develop a short video to use for training and development purposes. The video demonstrated how to correctly check mattresses and mattress covers to ensure their safety and integrity. The example of a mattress check that appears to be in good order upon first inspection but the inside of the mattress cover is soiled was helpful to develop staff skills and practice. The use of the short video was an innovative way to support staff to be competent in checking mattresses and had been circulated to other homes in the care group. The service had also put in place laminated posters of mattress check as prompts and reminders for staff.

We were satisfied that the service has met this requirement.

**Met - within timescales**

## Requirement 2

The provider must ensure that linen is managed in a safe way in order to prevent infection. By 13 August the provider must ensure that the processes and equipment used in the laundry are correct according to the National Infection and Control Manual (NIPCM). In order to achieve this the provider must adhere to the following:

a) Ensure that all used and infectious linen is laundered at a temperature that ensures a process of thermal disinfection.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 4.11 (HSCS) 'I experience high quality care and support based on relevant evidence, guidance and best practice.'

Regulation 4(1) (a) and (d) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSi 2011/210)

**This requirement was made on 5 August 2021.**

### Action taken on previous requirement

The service had amended the programs on the washing machines to ensure thermal disinfection of linen is achieved. The washing machines were clearly labelled in order to support staff to choose the correct program. When we spoke to staff they were clear about the process. Staff had also had additional supervision to ensure their understanding of safe laundry processes.

We provided some guidance in relation to safe storage of used linen and were confident that this would be put in place immediately. We are satisfied that this requirement is met.

**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 provider should review and enhance personal plans to ensure that they contain accurate and up to date information.

This is to ensure that care and support is consistent with Health and Social Care Standard 1.15 'My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met as well as my wishes and choices.'

**This area for improvement was made on 5 August 2021.**

## Action taken since then

The service continues to work on this area for improvement. The service has a plan they are working through to enhance and personalise people's plans which will take some time to complete. We will monitor progress at our next inspection.

## Previous area for improvement 2

People experiencing care should be confident that staff are responsive to supporting their comfort and safety at all times. In order to support this the provider should:

Ensure that staff are responsive to equipment or sundries that are compromised, soiled or require repair.

This is in order to ensure that care and support is consistent with the health and Social Care Standard 3.17 'I have confidence that people respond promptly, including when I ask for help.'

**This area for improvement was made on 5 August 2021.**

## Action taken since then

The service had thoroughly checked equipment with the support of the Perth and Kinross HSCP assurance visit. All equipment that was compromised, soiled or in need of repair has been identified. Equipment has been replaced as needed and additional stock is on order so replacements can be made promptly.

## 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?	4 - Good
1.1 People experience compassion, dignity and respect	4 - Good
1.2 People get the most out of life	4 - Good
1.3 People's health benefits from their care and support	4 - Good

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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