

## Linlithgow Care Home Care Home Service

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Telephone: 01506 842 482

**Type of inspection:**  
Unannounced

**Completed on:**  
15 July 2021

**Service provided by:**  
HC-One Limited

**Service provider number:**  
SP2011011682

**Service no:**  
CS2011300743

## About the service

Linlithgow Care Home is registered with the Care Inspectorate to provide 24 hour care for up to 80 older people. At the time of inspection 78 people were living at the service.

The service is part of the HC-One Group and is situated on the outskirts of the West Lothian town of Linlithgow. This is a purpose-built care facility with accommodation provided on two floors, in 80 single bedrooms with en-suite facilities. Stairs and lifts provide access to the upper floor.

Bathing facilities and additional toilets are available throughout the home. There are a selection of pleasant and comfortable lounges and communal areas.

There are separate kitchen, laundry and staff facilities in the home. The home has its own car park and has attractive well maintained gardens.

The building is divided into three separate units: Cairnpapple, which is over two floors and cares for people with dementia, Cockleroy and Avonfield.

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 inspectors from the Care Inspectorate.

## What people told us

We spent time with people in the communal areas and saw others as they sat or had a lie down in their rooms. We saw that residents were at ease and interacted easily with care staff.

One relative told us that they were able to visit their family member freely during the last days of his life. They had good contact with care staff and felt that their family member was well cared for.

## 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

Our focus of this inspection was to establish if the setting was safe and well maintained during the COVID-19 pandemic. We found the service to be operating at an adequate level, with some strengths that just outweighed the weaknesses.

People were being supported to maintain contact with relatives and friends. Visiting was well organised and was in line with the Open with Care guidance. This meant that people had the support that they wanted at key times in their lives.

The care home was clean and fresh providing a homely environment. Seating and dining areas were arranged considerably to promote social distancing. A refurbishment plan was in place to upgrade areas that were difficult to clean. This will help reduce the risk of cross contamination. Domestic staff followed clear cleaning schedules to ensure that they paid attention to all areas of the home daily.

The laundry service promoted the safe management of linen and clothing. Staff changed their uniforms when arriving and leaving the care home.

Not all shared equipment was being cleaned after use. Some furnishings required further attention to detail when cleaning. Despite monthly checks and ongoing monitoring by care staff, some mattresses and mattress covers were soiled. This presented a risk of infection (see area for improvement 1). The management team acted on when this was brought to their attention.

Staff paid attention to signage that was in place to remind them when people were self isolating. People were supported to self isolate sensitively. Staff used PPE appropriately whilst supporting people. Staff received regular updates and checks to ensure their practice followed current guidance. The availability of nitrile gloves and alcohol-based hand rub needed to be improved to ensure that staff and residents are protected from infection (see area for improvement 2 and 3). The management team acted on this when this was brought to their attention.

Staffing levels were sufficient to meet people's health and wellbeing needs. People benefitted from staff working well together as a team and communicating effectively. Staff felt well supported by the management team.

Staff testing for Covid-19 was being carried out in line with current guidance which assisted with the continued protection of people and staff.

### Areas for improvement

1.

To ensure good outcomes for people, the provider should ensure that all staff demonstrate competence in the cleaning and decontamination of care equipment. Any issues identified should be reported and addressed timeously by the manager to ensure that the care environment is safe.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS

4.11)

2.

To ensure safe outcomes for people, the provider should ensure that staff carry out hand hygiene in accordance with current infection prevention and control guidance. Alcohol Based Hand Rubs (ABHRs) must be available for staff as near to point of care as possible. Where this is not practical, personal ABHR dispensers should be used by staff.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

3.

To ensure safe outcomes for people, the provider should ensure that personal protective equipment (PPE) is located close to the point of use. Gloves provided for staff should be appropriate for use, fit for purpose and well-fitting.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state: 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

## 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 consider how dependency levels are planned to ensure enough staff are available to carry out the indirect care such as activities, and one to one interactions with residents to meet their needs, choices and wishes. This takes into account National Health and Social Care Standards; Standard 1; I experience high quality care and support that is right for me (1.23 and 1.25) Standard 3; I have confidence in the people who support me (3.15 and 3.16) This area for improvement was made on 16 October 2018.

#### Action taken

The provider is developing a dependency tool that assesses the direct and non direct care needs to determine the numbers and skill mix of staff required. This new tool is almost completed and will be rolled out to all HC One care homes. At this inspection we saw from the staffing rota and the current dependency tool that there were enough staff to meet peoples needs, however better deployment of staff would benefit residents at key times. We will continue to monitor this area for improvement.

**This area for improvement was made on 16 October 2018.**

#### Action taken since then

This was not assessed at this inspection

#### Previous area for improvement 2

Support/care plans should be reflective of the choices, wishes and independent activities of the resident. These support plans should be available to all staff to ensure staff can be guided, led and directed by the wishes and preferences of the resident. Support plans should also be available and accessible to residents and their representatives. This takes into account Health and Social Care Standards; Standard 1; I experience high quality care and support that is right for me (1.15, 1.23) Standard 2; I am fully involved in all decisions about my care and support (2.17) Standard 3; I have confidence in the people who support and care for me (3.4, 3.19) This area for improvement was made on 16 October 2018.

#### Action taken

Improvements had been made to the care plans and wishes and choices were apparent within the care plans. The service is continuing to make improvements to the care plans with a focus on outcomes for residents. This is work in progress and we will monitor the progress at the next inspection.

**This area for improvement was made on 16 October 2018.**

## Action taken since then

This was not assessed at this inspection.

## 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

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