

Glenhelenbank Residential Home Care Home Service

Glenhelenbank Residential Home
Main Road
Luncarty
PERTH
PH1 3EP

Type of inspection:
Unannounced

Completed on:
1 October 2021

Service provided by:
Seaward Care Ltd

Service provider number:
SP2021000142

Service no:
CS2021000238

About the service

Glenhelenbank Residential Home is a small privately owned care home located in the village of Luncarty, north of Perth. It was registered in September 2021.

It provides care and support for up to 13 older people. All bedrooms are single occupancy, with four having an en-suite toilet and wash hand basin. There are communal showers and bathrooms close to peoples' bedrooms.

The service states that it aims to provide a service where:

'Individuals are respected, honesty and trust are generated, loyalty is honoured, individuality and dignity are assured, and privacy is respected with the mental and physical wellbeing of residents being of the utmost importance'.

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

What people told us

As part of the inspection we spoke to some people living at Glehelenbank and some relatives. People liked the service and relatives said they were kept up to date with how their family member was. Positive comments were made about the relaxed atmosphere in the home.

Some comments were:

'We are well looked after.'

'My mother had covid... staff have met her additional needs.'

'I love it here, is not like a home it's like a family.'

'I call ... I always get through and staff are very responsive.'

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?	3 - Adequate
How good is our leadership?	3 - Adequate
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?

3 - Adequate

We found that people were treated with respect and dignity. People and staff had created a warm and

homely environment. We found that staff were knowledgeable, enthusiastic and committed to providing people with quality care and support.

Supported people and their family members said that staff were really good and had an attitude of 'nothing was too much trouble for them.' We observed kind and caring interactions between staff and people. Staff knew people well and were knowledgeable about the needs and wishes of the people they supported.

People got to know each other well and were able to spend quality time in each other's company and with staff. People were sociable with each other and everyone joined in with conversations and smiled at the humour that was exchanged.

People had been able to keep meaningful contact with family members. During our visit we saw people's family members popping in to visit. This was good for people's wellbeing and for maintaining important relationships.

People's choices were respected. There was a variety of activities and people said that they had a choice of things to do. One person said regular church services were held in the care home. People told us that a musician came in occasionally who provided entertainment, which people said they enjoyed. There had been others activities, too, and there was a choice of different newspapers to read each day. Although some activities have not been available due to Covid-19 restrictions people and relatives told us that that there was a variety of meaningful activities for people to do. This was supported by an activities schedule.

It's important that people get the right advice and treatment that is beneficial to their health. People were supported to access external health professionals. The service helped people to maintain good health and when additional advice or treatment was required this was accessed. Communication between the service and health or social care professionals was good.

People should have confidence in the service and this includes care planning and recording of the support provision. A lot of this was done to an acceptable standard but we did find that sometimes assessments and care plans for some health needs had not been done recently. There were sometimes gaps in recording for health support, for example, we found this with dental care. The service should improve in this area of support. **(See area for improvement 1)**

When we read the medication administration records (MARs) there were occasional gaps in the recording with no explanation and for 'as required' medications which people may take for pain or agitation for example, there was no clear guidance for staff to follow so as to know when best to give it. In addition, on the MARs some people had medication still recorded on it even though it had been discontinued. Staff knew it was discontinued but this was not recorded on the MAR sheet. We made a requirement for this. **(See requirement 1)**

Requirements

1.

1. By 8 November 2021, the service provider must keep people safe from harm by administering medication safely. In particular:

- ensure that each person is given the right support with their medication as identified in their care plan
- ensure that medication administration records are completed accurately and

- ensure monitoring arrangements are responsive to any errors in administration or recording of a person's medication.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'My care and support meets my needs and is right for me' (HSCS 1.19) and 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

And this is in order to comply with:

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Areas for improvement

1. The service provider should ensure people's care and support information is up to date, recorded accurately and that this area of staff practice is monitored so that people can have confidence that their support is well organised and based on best practice.

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11) and 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

How good is our leadership?

3 - Adequate

Staff told us they found the manager approachable and accessible, providing them with support and enabling them to share any care and support concerns. They said that the manager was open to new ideas and was very 'hands on' and dedicated a lot of time to the running of the care home. The manager had an active presence in the home and was aware of people's needs and wishes.

The manager had an improvement plan for the service and staff were informed of the plans and developments. There were regular team meetings taking place and, overall, we could see that communication between the management and staff was satisfactory.

Other arrangements to support staff such as training and supervision were in place. These assist staff to provide the right care and support for people. There was a settled staff team who were able to focus on people's wellbeing and health needs.

People should have confidence in the knowledge and abilities of their staff team. Staff were motivated to provide a good level of support to people and staff had good knowledge and skills for supporting people.

The service was in the process of being refurbished and staff were aware of the benefits of this for people.

The manager listened to, and acted on, suggestions and advice. We concluded that she and the staff had the capacity to change and had an enthusiasm to develop practice and procedures.

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

3 - Adequate

People should expect their care home to be clean, attractive and the risk of infection to be minimised. It is very important during a pandemic that strict infection prevention and control procedures and practices are followed as this will help people stay safe and well.

Throughout the care home there were enough PPE stations and clinical waste bins. There were sufficient handwashing facilities and we saw that staff supported people to keep good hand hygiene. We observed staff wearing PPE appropriately. Monitoring checks for staff's wearing of PPE and hand hygiene were in place. This was supportive of staff's practice and all these measures minimised the risk of infection spread for people.

In line with Government guidelines, the service had arrangements in place to make sure staff were regularly tested for Covid 19. This helped to make sure all staff working in the care home were negative for Covid-19 and any risk for people or staff was reduced.

Regular cleaning schedules were in place and domestic staff had time to attend to all the areas in the care home. We observed good practice such as staff cleaning frequently touched areas. This helped to keep people's care home safe

Whilst most areas in the care home were clean, we did find some rooms, such as the offices, that were cluttered. This made it more difficult to fully and effectively clean all surfaces, items and furniture in these areas. We discussed this with the manager as these areas were not clean enough. The manager began to take steps to address this concern and it is very important that further actions are taken to fully de-clutter the home. **(See requirement 1)** This will make cleaning more effective.

The care home had moved the laundry and we found that laundry processes including washing items at the correct temperature to ensure disinfection were not clear. We made a requirement for this. **(See requirement 2)**

We found staff arrangements to be adequate. There were enough staff to meet people's needs and wishes. Staff had a relaxed and warm manner with people. People were comfortable with their staff. We saw caring and respectful conversations and people enjoyed staff's company.

Staff had received training and guidance in Covid-19, infection prevention and control practice and correct PPE use. Staff understood and followed recommended infection control practices for the use of PPE and hand hygiene practices. This helped to keep people safe and well.

Staff felt supported and reported that they worked as a team. Communication within the team and with management was good. We also saw that contact with external agencies, such as NHS, would happen to make sure someone's health or wellbeing was supported. This all helped in people to get the right support and keep well.

Supervision arrangements were in place for staff and, along with other guidance and support provided, this helped to make sure they were knowledgeable about care matters and were able to reflect on their practice. People benefited from this as staff shared information, communicated well together and were able to respond to any concerns or changes in a person's health or wellbeing.

Requirements

1.

By 8 November 2021, the service provider must ensure that service users experience care in an environment that is safe and minimises the risk of infection. In particular :

- ensure that the premises, furnishings and equipment are clean, tidy, and well- maintained and
- ensure that processes such as enhanced cleaning schedules and regular quality assurance checks are effective to ensure that the environment is consistently safe and well maintained.

This is in order to ensure that care and support is consistent with Health and Social Care Standards which state: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22)

And this is in order to comply with:

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

2.

By 8 November 2021, the service provider must ensure that service users experience care in an environment that is safe and minimises the risk of infection. In particular :

- ensure that all laundry items are appropriately segregated, stored, and laundered in accordance with current guidance.

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

And this is in order to comply with:

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

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 well do we support people's wellbeing?	3 - Adequate
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	3 - Adequate

How good is our leadership?	3 - Adequate
2.3 Staff are led well	3 - Adequate

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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