

# Caledonian Court Care Home Care Home Service

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**Type of inspection:**  
Unannounced

**Completed on:**  
5 October 2021

**Service provided by:**  
Care UK Limited

**Service provider number:**  
SP2003002341

**Service no:**  
CS2011300795

## About the service

Caledonian Court Care Home is a purpose built care home for up to 72 older people. The service is provided by Care UK. At the time of our inspection there were 47 people living in the home.

The service was registered with the Care Inspectorate on 31 October 2011.

The home is in a residential area of Larbert and close to a number of local amenities, including a train station which is on the main Glasgow Edinburgh line.

The care home is on two floors with lift access to the first floor. The home is split into five units, one of which is a step down unit for people who have been discharged from hospital.

Each unit has its own pleasantly furnished lounge, dining room and kitchen. There are enclosed garden and patio areas for people to use.

We carried out an inspection of Caledonian Court on 5 October 2021. This inspection was carried out specifically to follow up on the two requirements made in the inspection report dated 1 September 2021. These related to practices around infection prevention and control, and providing responsive care and support.

## 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 1 September 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 Caledonian Court in September 2021, we made a requirement about infection prevention and control (IPC). This was to make sure there were checks in place to help reduce the risk of the spread of

infection, including Covid-19. Some areas of the home were not clean and the checks that were in place had not identified this issue.

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 "What the service has done to meet any requirements made at or since the last inspection" for more information.

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

### Requirements

#### Requirement 1

By 30 September 2021, the provider must ensure it has processes in place to meet people's health needs and maintain safe levels of care. In order to do this, the provider must:

- Develop systems to ensure any changes to people's health needs are quickly reflected in their care planning and risk assessments and cascaded to all staff.
- Develop systems of quality assurance to ensure health interventions are carried out as per the care plan.
- Ensure external support is sought immediately if required and any outstanding actions are documented and followed to completion by a designated person.
- Undertake a full audit of health interventions within the home to ensure staff carrying out the intervention have the appropriate training.

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

'Any treatment or intervention I experience is safe and effective.' (HSCS 1.24).

'I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty.' (HSCS 3.18)

'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.' (HSCS 4.14)

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

**This requirement was made on 1 September 2021.**

#### Action taken on previous requirement

The management and staff in the home had made good progress in this area with measures introduced that had enhanced communication, which in turn improved health outcomes for people.

Changes to people's health needs were discussed at daily flash meetings attended by key staff in the home. If further actions were required, such as seeking advice from health professionals or ordering equipment, this was allocated to a designated person who would follow through to completion.

Each unit in the home had introduced improved staff handover documentation. This ensured relevant information was passed onto the next shift coming on duty. This had improved staff communication and the continuity of care for people living in the home.

The manager had introduced more robust supervision and staff were encouraged to take more responsibility for their training. The manager was also working closely with the other Care-UK homes in the area to develop training sessions around specific areas of care and support.

Care plans had improved and more accurately reflected people's current health needs. We discussed with the manager some areas where they could be further developed.

## Met - within timescales

### Requirement 2

By 30 September 2021, the provider must ensure that people experience care in an environment that is safe, well maintained and minimises the risk of spreading infection. To achieve this, the provider must:

- a. Implement daily quality assurance of staff practice to ensure effective 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.
- b. Carry out an environmental audit and plan of works with anticipated completion dates for a maintenance programme to ensure that furnishings 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) (welfare of users and procedures for the prevention and control of infection) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2010 (SSI 2011/210).

**This requirement was made on 1 September 2021.**

### Action taken on previous requirement

The manager and staff had responded well to this requirement with good progress made in each area. The concerns we identified during our initial inspection had been significantly improved.

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. Quality assurance tools were more robust and had enabled any issues to be identified quickly by the manager and to take appropriate action.

The manager had begun an environmental audit and plans were in place for a maintenance programme. Some new equipment and furnishings had already been purchased for the home and significant funds had been made available to improve the environment further.

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

**Met - within timescales**

## 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
7.3 Staffing arrangements are responsive to the changing needs of people experiencing care	3 - Adequate

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