

# Pitkerro Care Centre Care Home Service

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DD4 8ER

Telephone: 01382 214 520

**Type of inspection:**  
Unannounced

**Completed on:**  
25 November 2021

**Service provided by:**  
Pitkerro Opco Ltd

**Service provider number:**  
SP2011011698

**Service no:**  
CS2011301452

## About the service

Pitkerro Care Centre is situated in large grounds near to a residential area in Dundee. The home benefits from a secure garden area accessible from the ground floor units of the home. Local amenities are available a short distance from the home and the home itself is easily accessible using public transport.

Accommodation is provided in four units set over two floors, with each unit having a sitting room and/or kitchen/diner. All rooms are single and have en-suite facilities. The home provides both residential and nursing care for up to 70 older people with a range of care needs and is operated by Pitkerro Opco Ltd.

This was a follow up inspection, following up on a requirement made at a previous inspection.

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

## What people told us

We did not obtain formal feedback from people using the service or any relatives and carers. We observed warm interactions between people and staff members. Although some people appeared withdrawn, others appeared comfortable and relaxed.

## 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

At our last inspection on 31 August 2021 our findings showed that all except one requirement that had been made on 24 May were now met by the service. We identified that further work was needed to develop activities to improve people's physical and mental wellbeing.

Our focus in this inspection was to follow up the requirement in relation to activities and wellbeing. We observed lots of warm interactions between people and staff. Staff were kind when they attended to people's care. We could see that some people were participating in activities. People generally appeared relaxed and comfortable.

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 that the service had made significant progress in relation to the requirement, however new staffing had only recently been put in place and documentation of planning and evaluation of activities was not yet fully developed. We have extended the timescale to enable the service to further develop and sustain the improvements made.

### Requirements

1. By 28 February 2022, in order to improve people's physical and mental wellbeing, the provider must review the way in which activities are organised and provide sufficient staff to support people to engage in them. To do this, the provider must, at a minimum, focus on the quality and amount of physical and social activity made available within and outside the home.

This is to comply with Regulation 15 9a) - Staffing of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010).

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

'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)

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

### Requirements

#### Requirement 1

In order to improve people's physical and mental wellbeing, the service provider must review the way in which activities are organised and provide sufficient staff to support people to engage in them. This should focus on the quality and amount of physical and social activity made available within and outside the home.

To be completed by 29 October 2021.

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

'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); and  
In order to comply with Regulation 15 9a) - Staffing of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010).

**This requirement was made on 31 August 2021.**

#### Action taken on previous requirement

This requirement had been made as a result of a previous inspection which found that there were not sufficient activities or staffing in place to support people to have meaningful days to support their physical and mental wellbeing.

The service had recently increased the number of hours of activity co-ordinator hours and this is now resourced across seven days, extending the opportunities for people to participate in an activity meaningful to them.

We observed people participating in various activities during the inspection. We could see evidence of creative thinking to develop and provide activities that supported people to be physically and mentally active.

As the team of activity workers had only recently been established, we found that more time was needed for the service to consider how best to record the planning of activities for both individuals and groups. In addition, they needed more time to establish how to best document and evaluate activities that people have been participating in. The service agreed to further develop this and we have extended the timescale of the requirement.

**Not met**

## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
7.1 People's health and well being are supported and safeguarded 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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