

Golfhill Care Home Care Home Service

35 Hanson Street
Dennistoun
Glasgow
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Telephone: 01415 502 662

Type of inspection:
Unannounced

Completed on:
9 December 2021

Service provided by:
Advinia Care Homes Limited

Service provider number:
SP2017013002

Service no:
CS2017361011

About the service

Golfhill Care Home is registered to provide a care service to 105 older people. The provider is Advinia Care Homes Limited.

The home is located in Glasgow, close to public transport and local amenities.

Accommodation is purpose built with 4 separate units that can support: 60 older people with dementia in the Alexander and Whitehill units, 30 older people in the Craigpark unit and 15 adults/older people in the Dennistoun unit.

All bedrooms are provided on a single occupancy basis with en-suite shower facilities. There are garden areas for each unit that people can access through patio doors. Car parking facilities are available in the grounds of the home.

The service's aims and objectives state: "To make every resident feel completely at home and our 'person centred' approach emphasises respect and dignity".

At the time of inspection there were 82 people living in the care home.

What people told us

People told us they were generally happy living within the home. Comments included:

- " I like it here"
- " I am happy living here, the staff come when I need them"
- " Food is good, my family visit"
- " it can be boring with nothing to do"

We did not meet any relatives during this inspection.

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

Requirements

Requirement 1

By 26 November 2021, people must experience care and support that is safe and right for them and directed by a care plan that reflects their current care and support needs .

To do this the provider must ensure that prior to the implementation of a new electronic care planning system:

- (a) connectivity of the electronic care planning system is consistent throughout the service
- (b) staff are trained in all the functions of the new electronic system
- (c) quality assurance systems are in place to monitor and evaluate the quality of the information input from staff
- (d) people living in the service and/or their families are part of a formal review of their care needs a minimum of six monthly or as their care needs change.

This is to comply with Regulation 4(1)(a) and Regulation 5(b) (i)(ii) and (iii) of The Social Care and Social Work Improvement Scotland(Requirements for Care Services) Regulations 2011.

This is to ensure that people's health benefits from their care and support and takes account of the Health and Social Care Standards(HSCS) which state:

"My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" and

"My care and support meet my needs and is right for me" (HSCS 1.19).

This requirement was made on 28 October 2021.

Action taken on previous requirement

We were concerned at the lack of progress in addressing this requirement. Staff remained uncertain of how to use the new electronic system effectively. Management overview of care planning required improvement.

Care plans did not direct staff about individuals' care and support needs and how they liked them to be met. There was a high use of agency staff who were unfamiliar with people's care needs. This meant that individuals were at risk, as staff may not be familiar with their needs.

This requirement is now subject to an improvement notice issued to the service on 15 December 2021.

Not met

Requirement 2

By 26 November 2021, people must be supported to experience care and support that is safe and right for them.

To do this the provider must implement a system to ensure that:

- (a) core competencies are identified and assessed for nursing staff working in the service
- (b) recruitment and induction processes check nurse competencies and qualifications prior to commencing work in the service.

This is to comply with Regulation 9(2)(b) of The Social Care and Social Work Improvement Scotland(Requirements for Care Services) Regulations 2011.

This is to ensure that people's health benefits from their care and support and takes account of the Health and Social Care Standards(HSCS) which state:

" 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"
(HSCS) 3.14.

This requirement was made on 28 October 2021.

Action taken on previous requirement

New induction booklets had been issued to staff to complete. Most nursing staff had completed an assessment of their competency skills in medication administration. However, key core nursing competencies had not been fully assessed to ensure that people benefited from high quality care based on best practice guidance.

This requirement is now subject to an improvement notice issued to the service on 15 December 2021.

Not met

Requirement 3

By 26 November 2021, people must be supported to experience care and support that is safe and right for them.

To do this the provider must ensure that:

- (a) monitoring systems used to promote the health and wellbeing of people, for example but not limited to fluid monitoring charts, are improved. The information must be used to evaluate the effectiveness of interventions at regular intervals throughout the day and direct staff on how to support people.
- (b) care plans must be reflective of current health needs and best practice

This is to comply with Regulation 4(1)(a) and Regulation 5(b) (i)(ii) and (iii) of The Social Care and Social Work Improvement Scotland(Requirements for Care Services) Regulations 2011.

This is to ensure that people's health benefits from their care and support and takes account of the Health and Social Care Standards(HSCS) which state:

"My future care and support needs are anticipated as part of my assessment"(HSCS 1.14) and "My personal plan(sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

This requirement was made on 28 October 2021.

Action taken on previous requirement

The service used electronic and paper care plans. We found inaccuracies in health care assessments and gaps in monitoring records. This meant we could not be confident that the service was taking a responsive approach to people's changing needs. Care plans did not reflect people's current needs nor did they direct staff on how best to support people. Therefore, we could not be confident of consistency and continuity of appropriate care for people.

This requirement is now subject to an improvement notice issued to the service on 15 December 2021.

Not met

Requirement 4

By 26 November 2021, people must experience care within a service that is well led and managed.

In order to this the provider must ensure:

- (a) the service has an named individual who has management responsibility for the overview of the service, this must include evenings and weekends
- (b) the outcomes of quality assurance processes are used to improve practice and outcomes for people
- (d) newly appointed staff receive a comprehensive induction and training relevant to their post.

This is to comply with Regulation 9(2)(b) of The Social Care and Social Work Improvement Scotland(Requirements for Care Services) Regulations 2011.

This is to ensure that people's health benefits from their care and support and takes account of the Health and Social Care Standards(HSCS) which state:

"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"
(HSCS) 3.14 and "I use a service and organisation that is well led and managed"(HSCS 4.23).

This requirement was made on 28 October 2021.

Action taken on previous requirement

There was a temporary manager in place. A new manager and clinical services manager had been appointed. Additional management support had been provided; however, this had been inconsistent. The provider assured us that arrangements to support the new management team would be improved.

Quality assurance audits had been completed. However, audits had not informed changes in practice or led to improvements to outcomes for people who experience care. The outcome and expected actions from audits should be shared with the relevant individuals to inform positive change and improved outcomes for the individuals who live in the service.

This requirement is now subject to an improvement notice issued to the service on 15 December 2021.

Not met

Requirement 5

By 26 November 2021, people must be supported to experience care and support that is safe and right for them.

To do this the provider must ensure that:

- (a) there are sufficient trained, competent and skilled staff on each shift to fully meet people's health and care needs
- (b) staffing and skill mix is regularly assessed and evaluated to demonstrate that it is responsive to people's changing needs across the service.

This is to comply with Regulation 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

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

"My needs are met by the right number of people" (HSCS 3.15) and

"I am supported and cared for by people I know so that I experience consistency and continuity" (HSCS 4.16).

This requirement was made on 28 October 2021.

Action taken on previous requirement

Instability within the staff team has the potential to increase the likelihood that people will experience inconsistent care and support and that changes in needs may not be adequately addressed.

Recruitment and retention of staff remained a challenge. The provider used agency staff to supplement a high number of vacant posts and sickness absence. At times the numbers of staff were insufficient. This resulted in a task-based approach to support and a lack of supervision and responsive care. We noted that staff did not have sufficient time to provide person centred care, promote meaningful engagement and support those individuals who experience stress and distress.

This requirement is now subject to an improvement notice issued to the service on 15 December 2021.

Not met

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

To support better outcomes for residents, linked to choices and preferences, the service provider should improve the provision of activities throughout the home. This should include, but not limited to:

- opportunities to engage in individual and/or group meaningful activities throughout the day, seven days per week;
- people's preferences and participation should be recorded in their personal plans; and
- all staff having responsibility for providing meaningful activities for people.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state:

'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)

This area for improvement was made on 28 October 2021.

Action taken since then

We found some improvement. The service employed two designated activity coordinators who arranged larger group social events. However, staff resources limited their ability to support meaningful engagement and individual activities. This meant that people spent long spells with no activity or engagement with staff. Residents spoke of being bored.

This area of improvement remains unmet.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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