

Harestane Nursing Home Care Home Service

122 Harestane Road
Dundee
DD3 0NY

Telephone: 01382 833 123

Type of inspection:
Unannounced

Completed on:
20 December 2021

Service provided by:
Priority Care Group Limited

Service provider number:
SP2003000048

Service no:
CS2003010701

About the service

Harestane Nursing Home is situated in the Kirkton area of Dundee and can accommodate up to 66 older adults; two of which, can be under the age of 50 with nursing needs. Harestane is convenient for local services and public transport.

The home is surrounded by a secure, well landscaped garden, which can be easily accessed by the people living at this service.

The mission statement of this service is:

'To assist every client with improving their quality of life, encouraging independence and allowing them to be comfortable with excellent care in the home, by providing professional care with dignity, respect and compassion.'

This service is provided by the Priority Care Group.

This was a focused inspection to evaluate how well infection prevention and control was being managed 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. The inspection started at 7am on 17 December 2021 and finished at 1pm on 20 December 2021. We gave the manager and deputy manager feedback prior to leaving the care home.

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

What people told us

Many of the people living in the care home were unable to tell us what they thought about living there. We discretely observed interactions between people and staff and saw warm and respectful engagement.

One person invited us into their room and was happy to share their views. They described the food as excellent, and said it was as good as their own cooking. They enjoyed showing us their room which was clean and tidy with a lot of family photographs on display.

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

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| 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 whether 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.

Staff were warm and respectful towards people experiencing care, supporting a sense of comfort and dignity.

Indoor visiting was being safely supported in people's bedrooms and people have been safely supported to go on outings with family and friends. Visiting arrangements were flexible, to suit individual needs and lifestyles, supporting increased contact and good outcomes for people living in Harestane and their friends and family.

A range of checks and audits were in place to monitor and ensure good standards of cleaning, hygiene and practice. We were told mattress checks were being carried out, however, our observations and findings identified significant concerns. We shared our concerns with the manager who immediately addressed the issues. See area for improvement 1.

There were sufficient supplies of PPE, however, this was not always easily accessible to staff delivering care and support in people's rooms. Bins were not always available where they were needed, and those that were available did not always have a bin liner in them. This meant used PPE could not always be easily and safely disposed of. The manager agreed to address this immediately.

Staff were wearing masks correctly and understood the need for enhanced cleaning procedures, helping to ensure good infection prevention and control. However, staff were observed carrying used laundry in a manner which was not in line with good practice guidance and risk reduction measures. See area for improvement 2.

Areas for improvement

1. To support people's health and wellbeing, the manager should improve how the care home environment and equipment is monitored, in line with current infection prevention and control good practice guidance. Cleaning and maintenance records should be properly completed and regularly checked for accuracy.
2. To support people's health and wellbeing, the manager should ensure that all staff comply with current infection prevention and control good practice guidance in relation to the management of laundry and use PPE.

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 ensure that where people require 'as required medication' for stressed and distressed behaviour, that this is provided in a planned and consistent manner.

- Support plans should be clear about the steps staff should take to support people, and what strategies are usually successful in supporting a reduction in stress and distress.
- The correct use of ABC (antecedents, behaviour, consequences) charts, that are used to understand what triggers cause stressed reactions, and interventions that support people.
- That medication is used as a last resort and that its effects are monitored and recorded.

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

and

This is in order to ensure that care and support is consistent with the Health and Social Care Standards 4.16 which states: 'I am supported and cared for by people I know so that I experience consistency and continuity.'

This area for improvement was made on 16 April 2019.

Action taken since then

This area for improvement was not followed up at this visit.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Detailed evaluations

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| 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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