

Drummohr Nursing Home Care Home Service

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Wallyford
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Telephone: 01316 533 737

Type of inspection:
Unannounced

Completed on:
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Service provided by:
HC-One Limited

Service provider number:
SP2011011682

Service no:
CS2011300690

About the service

Drummohr Nursing Home is registered to provide care for up to 60 older people and is situated in a residential area of Wallyford, East Lothian. It is close to local transport links and amenities.

Accommodation is provided over two floors in 60 single bedrooms with toilet and hand basin en-suite facilities. Stairs and a lift provide access to the upper floor. Communal lounge and dining areas are on both floors. Bathing facilities and additional toilets are available throughout the home. There are separate kitchen, laundry and staff facilities. The home has a spacious car park and there is a garden area to the front and an enclosed garden to the rear.

The provider, HC-One Limited, states that it aims "to have the kindest homes in the UK with the kindest and most professional staff."

On the day of the inspection 53 people were living at Drummohr Nursing Home. This inspection was carried out by three inspectors from the Care Inspectorate.

This was a full inspection to evaluate how the service was performing under each key question.

What people told us

We spoke with two visiting relatives and they wished to tell us about their relative.

Many people were unable to express their views of the service but we saw that they were comfortable in the company of staff. Interactions were kind, considerate and respectful.

People that did speak with us were complimentary about staff. Comments included: "They are always kind.....run off their feet.....I couldn't ask for better" and "The usual carers are all nice - they are funny and cheer you up."

People told us about things that they liked to do in the home but a few said that all of these had not happened for a while.

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?	2 - Weak
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?

2 - Weak

We made an evaluation of weak for this key question overall. Whilst some strengths could be identified, these were compromised by significant weaknesses. As these weaknesses concerned the dignity, respect and well-being of people we made several requirements for improvement.

People were comfortable in the presence of staff. Kindness, caring and compassion was part of interactions by a core group of all disciplines. This meant that people could feel safe and cared for.

People commented positively about staff with one commenting, "They are very helpful - they look after you and get you up".

Although bedrooms were personalised, some people's room were not fresh smelling and had stained carpets and their clothing was poorly stored. Beds were poorly made with some linen needing replaced. This impinged on their dignity and respect and meant that they did not experience a homely environment. (See requirement 1).

Activity and engagement was lacking with people having little stimulation and no structure to the day and therefore not enabled to get the most out of each day. Previously activity took place on a regular basis but the absence of the activity coordinator and a vacancy meant that many people did not have the same level of engagement to ensure that they could have a fulfilling life. People said that they like to do specific activity but a few commented "It has not happened for a while". (See requirement 2).

People's health needs were supported by other professionals visiting the home.

Risk assessments were carried out and measures put in place to reduce risks with some good guidance in care plans for staff to follow. This was, for example in falls, weight loss and skin care. We discussed the need for a few care plans to be updated.

Nutrition is important for older people and it was pleasing to see that the catering staff were very involved in discussion about the needs of each resident. They were proud to present a variety of appetising meals and snacks.

To continue to encourage people to eat, they need to be able to make choices. People should be able to choose from menus or visual options. Additionally dining should be a positive experience and staff need to be given guidance and direction. (See area for improvement 1).

The manager was auditing medication management and some improvements were needed to be made.

We found handwritten entries that needed to be completed to follow best practice, protocols which needed clarity of when a review was due and an adult with incapacity certificate which was out of date.

These must be addressed to ensure that administration of medication is safe and people are free from harm.

Recommendations had been made as a result of a review of transcribing medication practice. We shared the information with the management. (See requirement 3).

Requirements

1. By 14 January 2022, the provider must ensure that people are treated with dignity and respect.

To do this, the provider must :

- a) ensure that items which cannot be cleaned/repared are replaced
- b) ensure that bed linen is fit for use to provide comfort and that beds look inviting
- c) implement a system to ensure that clothing is stored in a neat and tidy fashion.

This is to comply with Regulation 4(1)(a) and (d) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: " If I experience care and support where I live, people respect this as my home" (HSCS 3.2) and "If I experience care in a group, I experience a homely environment and can use a comfortable area with soft furnishings to relax" (HSCS 5.6) .

2. By 14 January 2022, the provider must ensure that people's health, wellbeing and the quality of their day is improved. The provider should improve how they support all people, in particular those who stay in their bedrooms, to take part in meaningful activities and engagement.

To do this, the provider must :

- a) Ensure that contingency plans are in place in the absence of activity staff.
- b) Ensure that care plans set out peoples' preferences and how they can be supported to get the most out of life.

This is to comply with Regulation 4(1)(a) and (d) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

3. By 31 January 2022, the provider must ensure they keep people safe and healthy by ensuring that medications are managed well.

To do this, the provider must :

- a) Develop and implement a policy in respect of transcribing medications
- b) Ensure that staff are aware of the policy
- c) Ensure a system of audit is in place to ensure medications are managed as per the policy.
- d) Ensure that handwritten entries are in line with best practice
- e) Ensure that protocols are up to date
- f) Ensure that people given covert medications have an up to date AWI.

This is to comply with Regulation 4(1)(a) and (d) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

Areas for improvement

1. To support people's health and wellbeing and improve the dining experience the provider should make sure that :

a) choices are clearly displayed and people are encouraged to select what they would like

b) staff are aware of the importance of positive dining.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can choose suitably presented healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33) and 'I can enjoy unhurried snacks and meal times in as relaxed an atmosphere as possible (1.35).

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

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

Staffing hours had increased in the laundry. This looked organised and clean. Likewise there had been an increase in housekeeping staff. One person told us " It has been much better over the last couple months, it's now better staffed, I can do the job properly".

Equipment such as wheelchairs were clean, touch points, corridor cleaning and room cleaning checklists were signed off when completed. A few areas of the home needed attention for example in a toilet which had some staining.

There were a number of PPE stations throughout the home but these did not always have hand gel next to them. However, management explained that staff carried individual hand gels for use between care duties.

Staff used PPE appropriately and there were no concerns about the availability of items. One person said that staff used PPE and this made them feel safe.

Refurbishment has started in the home and progress was being made. Management updated us on what had been completed and what the next stages were.

Management took action to address issues we had raised to help maintain peoples dignity. This was, for example, in respect of ordering a replacement carpet which was unable to be effectively cleaned.

Areas for improvement are in place for cleaning, repairing and refurbishment of the premises. The work is continuing and we will carry these forward to make sure that cleaning is maintained to a satisfactory level and that refurbishment has happened.

(See areas for improvement 1 and 2).

We were assured that there had been an increase in staffing for example, housekeeping staff which meant that people could be assured that laundry and cleaning was managed better. Care staff were supplemented by agency use. Care staff commented positively about the numbers of staff available each day.

A contingency plan was in place to evidence how people's care and support was prioritised in the event of staff shortages.

Dependency assessments of each resident helped to determine the numbers of staff needed in the service. We advised the management to revisit additional hours that were needed for direct care and other roles which were not part of the dependency assessment. This means that all duties of staff could be covered and that people who may have allocated one to one hours are clearly evidenced.

We will review progress at the next inspection.

Areas for improvement

1. The provider should implement a strategy with an action plan that cleans and repairs the environment.

This is to ensure care and support is consistent with Health and Social Care Standard 5.22: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.'

2. The provider must progress the plan for refurbishment of the premises to ensure that the setting is safe and well-maintained and that people experiencing care have a high quality environment.

We expect the service to:

- Inform and involve people and their families in the planned upgrade of the premises.
- Update the Care Inspectorate on the planned upgrade of the premises.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards: 5.17: 'My environment is safe and secure'

5.22 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment'

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 provider should implement a strategy with an action plan that cleans and repairs the environment.

This is to ensure care and support is consistent with Health and Social Care Standard 5.22: I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.

This area for improvement was made on 12 October 2021.

Action taken since then

An action plan had been compiled. Cleaning and repairs had taken place and was continuing. There was some work to do to replace items that could not be cleaned or repaired.

We have carried forward this area for improvement.

Previous area for improvement 2

The provider must progress the plan for refurbishment of the premises to ensure that the setting is safe and well-maintained and that people experiencing care have a high quality environment.

We expect the service to:

- Inform and involve people and their families in the planned upgrade of the premises.
- Update the Care Inspectorate on the planned upgrade of the premises

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

5.17: 'My environment is safe and secure'

5.22 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment'

This area for improvement was made on 21 July 2021.

Action taken since then

We have been updated about the improvements that are planned. Work has commenced with redecoration and ordering of items, such as replacement flooring and seats.

We have carried forward this area for improvement until work has progressed sufficiently.

Previous area for improvement 3

People experiencing care should be involved in directing and planning their own care and support. This should include meaningful conversation in anticipation of a deterioration or change in their health.

To support this the service should:

- Formalise how they plan for future changes in individuals health and care in a way that can be recorded, shared and reviewed.
- Evidence consultation with the individual or their families/representatives, ensuring any expressed wishes are contained in their anticipatory care plan.
- Ensure all aspects of peoples' care plans are up-to-date and accurate and ensure their safety and well-being.

This is to ensure care and support is consistent with the Health and Social Care Standards:

1:14: 'My future care and support needs are anticipated as part of my assessment'

1:15: 'My personal plan (sometimes referred to as care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.'

2:17: 'I am fully involved in developing and reviewing my personal plan, which is always available to me'

3:21: 'I am protected for harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm.'

This area for improvement was made on 13 January 2021.

Action taken since then

Documents referring to peoples end of life wishes were in place for records we sampled. Information showed people and their families had the opportunity to discuss what was important to them as their health changed.

We suggested that everyone should have some information logged, whether they may not wish to discuss this at the time. This was acknowledged.

This area for improvement is met, however care plans will be subject to further scrutiny at future inspections.

Complaints

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

Detailed evaluations

How well do we support people's wellbeing?	2 - Weak
1.1 People experience compassion, dignity and respect	3 - Adequate
1.2 People get the most out of life	2 - Weak
1.3 People's health benefits from their care and support	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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